



AT THE EDGE OF THE CITY AND
THE HEART OF EVERYTHING

April 13, 2016

RE: Lead Service Replacement Program

Dear Resident/Property Owner,

As you have likely seen, preliminary work has begun on the 2016 construction programs. Information regarding these projects, including the municipal water service replacement program, was shared at the public information meeting on April 7 and can be accessed from the construction web page at www.villageofshorewood.org/construction (select either the Beverly Road Reconstruction program or the NE Combined Sewer program page). A copy of the Lead Service Replacement Program document is also enclosed for your reference.

The municipal water service connected to your home is scheduled for replacement. According to our records, the service material is likely lead. The Village would like to test the water from your kitchen tap to obtain a baseline lead level PRIOR to construction. A sample kit will be left at your home the week of Monday, April 18 with instructions for collecting the sample. As you will note from the enclosed Lead Service Replacement Program document, the Village will request additional samples POST construction.

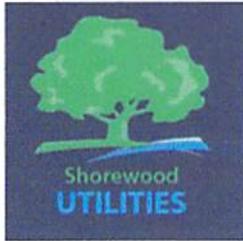
If you are considering replacing your private water service and are interested in coordinating this work, please contact the office of the Department Works at 414.847.2650 as soon as possible.

Also enclosed, please find a brief survey developed with the North Shore Health Department. The information you share will allow us to communicate most effectively with you regarding the replacement of your municipal lead water service. Please return the survey in the enclosed envelope.

If you have any questions regarding this program, please contact the DPW at 414.847.2650.

Sincerely,

Leeann Butschlick, Director
Department of Public Works



North Shore
Health Department

Lead Service Line Survey

The Village of Shorewood Water Utility, in cooperation with the North Shore Health Department, has developed a lead water service replacement program for the 2016 construction projects. Answers to the questions below will allow us to best share information with you about your water service replacement.

RESIDENT/ CUTOMER DATA

Customer name _____ Phone _____

Address _____ Apt # _____

How many people live at this address? _____

Are you the owner? Yes No

Recent studies indicate that disturbance of a lead water service line may increase exposure to lead through drinking water. Young children under the age of six and women who are pregnant or breastfeeding are at special risk for exposure to lead in water.

How many children in the home are under the age of six years, including children who live or spend a significant amount of time in the home? _____

How many women in the home are pregnant or breastfeeding? _____

OWNER DATA (IF DIFFERENT THAN RESIDENT/CUSTOMER)

If you are not the owner, can you provide the Name of the Owner? _____

Owner's Phone _____

Owner's email _____

DRINKING WATER SAMPLING

The Shorewood Department of Public Works/Shorewood Water Utility would like to obtain a series of water samples from your home: before the project begins, one week after the service line is replaced, and four weeks after completion.

Sampling kits and instructions for drawing the samples will be delivered by our staff directly to your home at the time of each sampling periods. Please provide an email address to receive sample results:

Thank you for your time. If you have any questions regarding this project, please call Shorewood Department of Public Works at 414-847-2650.

2016 LEAD SERVICE REPLACEMENT PROGRAM

Component I – Public Education and Information

The Department of Public Works/Water Utility staff will partner with the North Shore Health Department to develop a comprehensive communication program utilizing public information meetings, targeted mailings, information pieces, and electronic communications to increase awareness.



- Safety of our drinking water
- Ownership and maintenance of services (public vs. private)
- Concerns related to lead
- Exposure risks and best practices to mitigate risks

Component II – Removing Lead Services from the Public Distribution System

Shorewood's infrastructure dates to the late 1880's. The management and improvement of these aging assets is a daily focus. In the last decade, comprehensive infrastructure programs have been developed, coordinated and implemented. Replacing our aging water infrastructure in conjunction with other Village construction programs remains a top priority in 2016.

- 2016 construction programs will continue the removal of lead service laterals from public distribution system during water main relays.
- Replacement of public service by Village contractor during construction:
 - It is assumed that the majority of the services in the construction areas are lead given the age of the homes. This will be confirmed in the field during construction and the property owner notified.
 - Where they exist, lead service laterals will be replaced with copper from the main to the curb stop, reconnecting to the existing lateral at that point. As in the past, this cost will be borne by the Utility.
 - Recent studies have shown a temporary lead level spike in drinking water following a partial replacement. Residents will be encouraged to follow prescribed actions as outlined below to reduce the risk of lead exposure.
- Replacement of full service during construction if a property owner elects to do so:
 - The contractor has provided a unit cost to install a new copper service from the curb stop up to (but not into) a home. Homeowner would coordinate private plumber work with Utility to replace the private side lateral at the same time the public side lateral is replaced.
 - Full service replacement addresses the risk of a temporary increase in water lead levels; however, lead may still be present due to interior plumbing and/or fixtures present in the home. The resident would be encouraged to follow a modified flushing protocol.
 - Cost to replace the portion of the service lateral that is on private property is the responsibility of the property owner. The cost of the private service line

installation performed by the Village's contractor would be assessed over a 10 year period.

- Replacement of a public water service outside the 2016 water main relay areas:
 - Municipal services which require replacement due to damage or failure will continue to be replaced at Utility expense. The flushing and safety protocol will be suggested.
 - Homeowner requested municipal service replacements in conjunction with full private service replacements will be treated similarly. The Utility will be responsible for costs related to the municipal service, including street restoration if necessary.

Component III – Protecting Our Customers

Public health and safety are the primary focus of the Village of Shorewood, the Department of Public Works and the Shorewood Water Utility. A program and flushing protocol have been developed based upon current best management practices to reduce the risk of lead exposure to our residents and customers.

- Construction impacted residences:
 - A baseline lead level test prior to construction will be requested of each home in the water main relay area. Testing requests will be repeated following the new service connection at intervals of one week, one month and then weekly until levels return to baseline. Sample results will be shared with residents/property owners. The testing costs will be borne by the Utility.
 - The Utility will provide a drinking water filter pitcher and a three month supply of replacement cartridges to homes in the water main construction area.
 - A flushing protocol has been developed. The protocol suggests a 30 minute flush on the day of the new service connection. This is followed by a ten minute daily flush for a period of 4-6 weeks. The flush allows the phosphate additive in the water to recoat the lateral, providing the intended lead protection. The length of the temporary increase in lead levels can be correlated to the frequency and volume of water used in flushing. It is estimated that a 60 day flushing period would equate to a total water use of 744 gallons. A \$14.54 credit of two units (1,480 gallons) will appear on both the sewer and water portion of the utility bills of each of the impacted homes as an incentive to residents to follow the flushing protocol.
- General Village residents:
 - Upon request, the Utility or NSHD will provide test kits for residents to sample water for lead at any time. The homeowner will be responsible for lab fees.