



AMERICAN WATER

A Coordinated Approach to Reduce Potential Lead Exposure

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Mitigating Potential Lead Exposure

- What can the **Utility** do?
- What can the **Customer** do?
- How can the **Regulators** help?

American Water Overview

- Heritage dates back to 1886
- Largest U.S. water and wastewater services provider
- 15 Million people served
- 1,600 Communities in 47 states and parts of Canada
- 3.2 Million regulated customers
- 6,700 Employees



Illinois American Water Overview

- 128 communities, more than 300,000 customer accounts (about 1.2 million people)
- System Delivery: 109 million gallons per day (on average)
- Over 4,300 miles of water main; 400 miles of sewer main; 29,000 fire hydrants; 75,000 valves
- 20 water plants, nine wastewater plants



Current Regulations

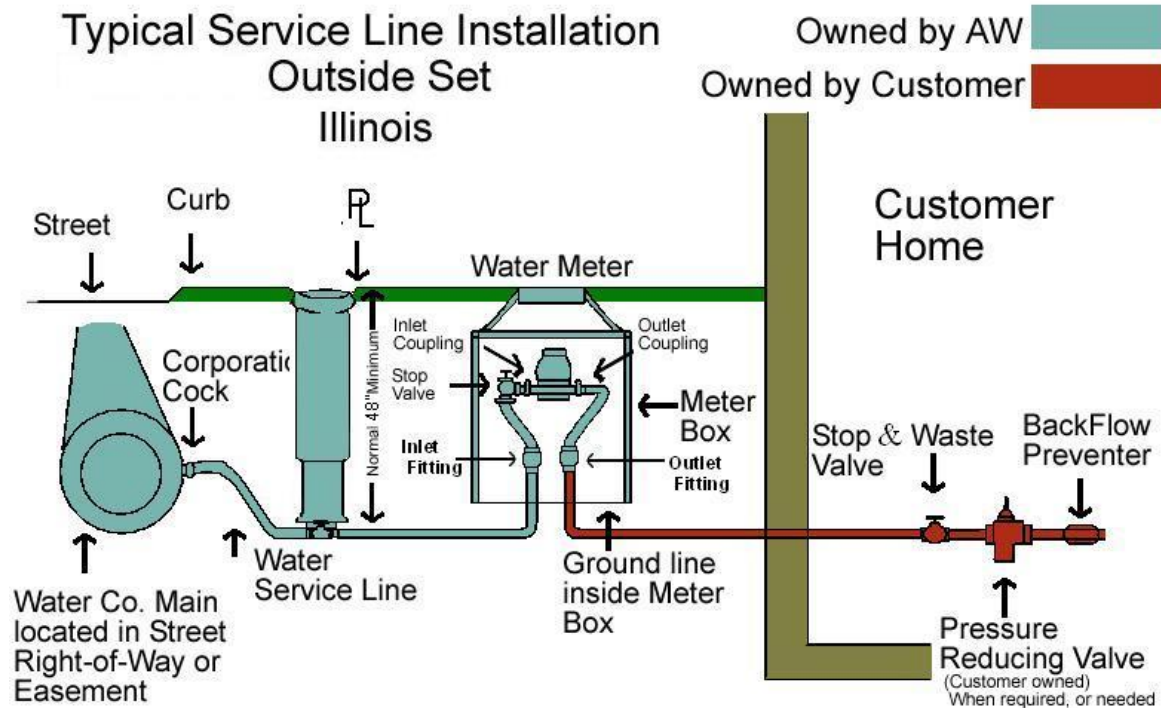
- **Safe Drinking Water ACT (1986)**
 - ◆ 40 CFR Part 141 Subpart I
 - ◆ Lead and Copper Rule (1991)
 - ◆ Reduction of Lead in Drinking Water Act (2011)

- **Illinois Regulations**
 - ◆ ILLINOIS ADMINISTRATIVE CODE
 - ◆ TITLE 35, SUBTITLE F, CHAPTER I, PART 611, SUBPART G

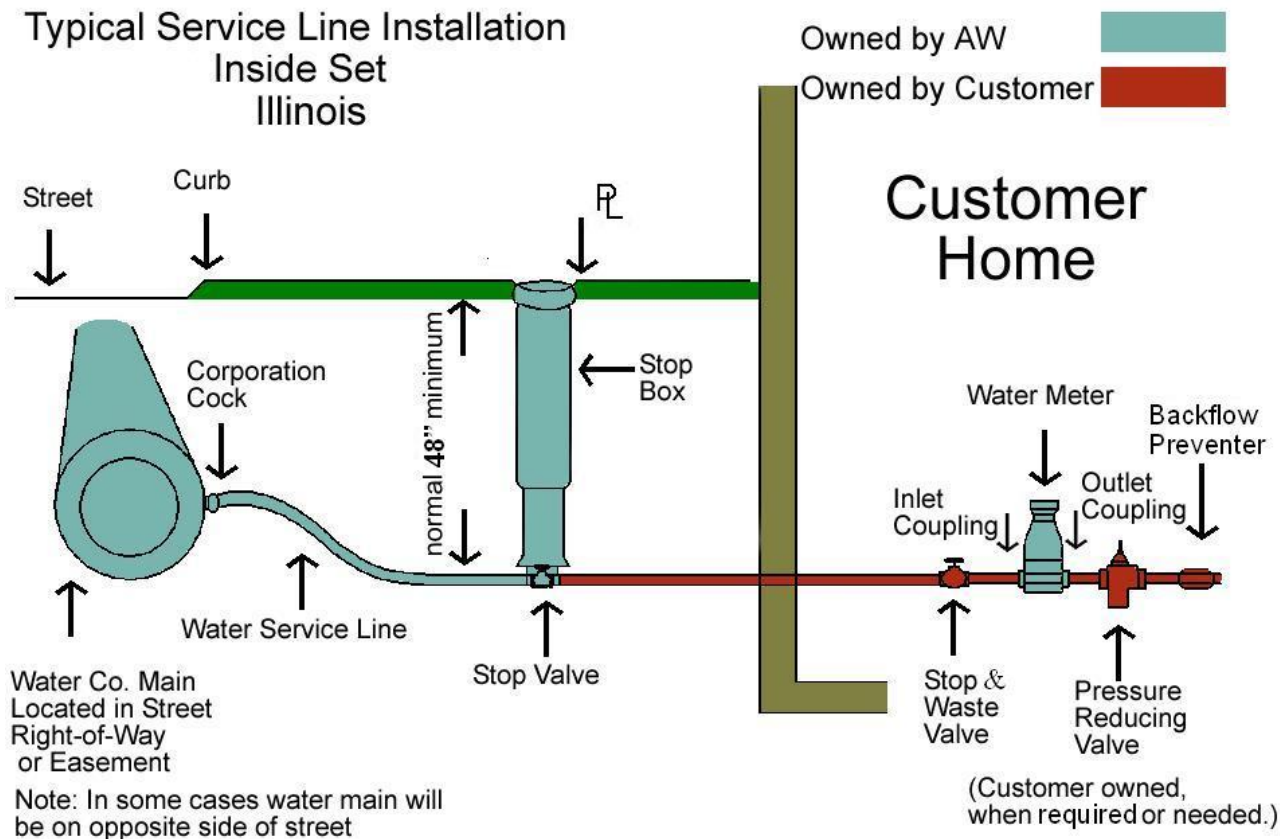
Where does the lead come from?

- Lead is not typically found in drinking water supplies
- Lead is often found in service lines or the plumbing and fixtures of older structures
- Corrosive water leaches lead from the pipes and fixtures

Southern Service Areas Service Line Installation



Northern Service Areas Service Line Installation



Mitigate Lead Exposure

in Drinking Water



-  **Treat**
-  **Monitor**
-  **Find**
-  **Replace**
-  **Flush**
-  **Educate**

Treatment Options

- **Steps taken at the treatment plant to safeguard against corrosive water**
 - Treatment processes
 - Chemical addition to reduce corrosivity of the water
 - Adding chemicals such as Orthophosphates coats service lines and fixtures to prevent leaching of lead

Monitoring

- Raw and finished water pH, Alkalinity, etc.
- Lead sampling in homes, schools, and businesses

Finding Lead

- **Records research to locate lead service lines**
- **Age of development**
- **Field investigations (meter pits, pot holing)**
- **Home inspections**

Replacing Lead

- **Service Line Replacement**
 - Utility owned service lines
 - Customer owned service lines
- **Plumbing and Fixture Replacement**

Flush

- Flushing plumbing before water use helps reduce potential exposure to lead
- Leaching of lead is most likely to occur during period of low use such as overnight
- Customers with lead plumbing should flush lines prior to using water for drinking or cooking.

Educating Customers on Lead Exposure

- Bill Inserts
- Mailers
- Door hangers
- IEPA construction permit requirements
- IAWC notification materials

IL EPA Construction Permit Requirements

ADDITIONAL CONDITIONS:

1. A lead informational notice must be given to each property owner or occupant affected by this water main replacement project, where the water service line or premise plumbing may have been installed prior to June 19, 1986. This is the effective date of the prohibition on use of pipe or pipe fittings containing more than 8 percent lead and on the use of solder or flux containing more than 0.2 percent lead. Enclosed is suggested language for the notice. A copy of the notice used must be submitted to the Agency with the Application for Operating Permit.

ILAW Informational Mail

LEAD

The most common source of lead in tap water is the plumbing in your home



Illinois American Water regularly tests for lead in drinking water and has taken steps to minimize levels through improvements in corrosion control.

Although these tests indicate that lead is not an issue in the treated water leaving our facility, lead and/or copper levels in some homes and businesses might be detected due to customer use of lead pipes, lead solder and molded metal

Minimizing your exposure

You cannot see, smell or taste lead, and boiling water will not remove lead. Although our water is treated to minimize the risk of lead, you can reduce your household's exposure to lead in drinking water by following these simple steps:

- **Flush your tap before drinking or cooking with water if the water in the faucet has gone unused for more than six hours.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. Flush your tap with cold water for 30 seconds to two minutes before using. To conserve

ILAW Project Specific Information

IMPORTANT NOTICE ABOUT YOUR WATER

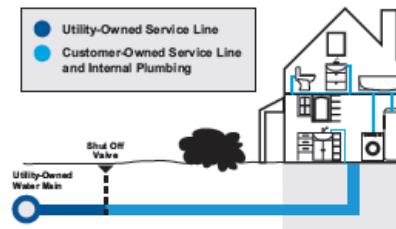


Dear Valued Customer,

As part of our routine improvements to ensure the quality and pressure of your water service, Illinois American Water is upgrading our infrastructure. Today, we replaced the utility-owned portion of the water service line from the company's main in the street to the company shut off valve (generally located near the curb). Here's what we found.

- The utility-owned side of the service line contained lead.
- We identified that the customer-owned portion of the service line may contain lead.

Please follow the **Household Flushing Instructions** recommended by AWWA¹ listed below to minimize your exposure



Please note: This diagram is a generic representation. Variations may apply.

Because part of the service line contained lead, you should contact a licensed plumber to identify the material used on your property and in your home plumbing. If lead is found, you should consider replacing the portion you own to reduce your exposure to lead. Please note: homeowners are responsible for their

FOR MORE INFORMATION

For Questions About Lead:

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For Questions About Construction:

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For all other inquiries:
 Customer Service Center
 1-800-422-2782
 Hours: M-F, 7 a.m. – 7 p.m.
 For emergencies, we're available 24/7.

A Coordinated & Reasonable Approach is Essential

- Advance beyond the current situation
- A variety of stakeholders urge a more proactive approach
- Collaboration and customer education are necessary components
- Ratemaking treatment must support mitigation efforts

