

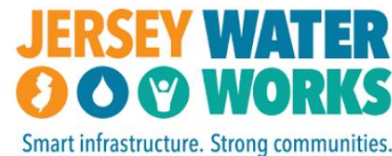
Final Federal Lead and Copper Rule Improvements (LCRI) for New Jersey Water Systems

JWW Webinar

January 28, 2025



Kristin Epstein, PE





TOPICS

1. **Changing lead and copper regulations for NJ**
2. **Changes applicable to NJ water systems now**
3. **Changes applicable to NJ water systems in 2027**
4. **Federal Uncertainty**



Changing Lead and Copper Rule Regulations for NJ

Published July & Nov 2021

NJ Lead and Copper Legislation (NJ LCR)

Compliance Date:
July 21, 2022

Published Dec 2021

US EPA Lead and Copper Rule Revisions (LCRR)

Compliance Date:
October 16, 2024

Published Oct 2024

US EPA Lead and Copper Rule Improvements (LCRI)

Compliance Date:
November 1, 2027

Published 2021
Compliance Date October 16, 2024

**Lead and
Copper
Rule
Revisions
(LCRR)**

Inventory ("Initial") 	Service Line Replacements 	Disturbances 	Water Quality & Sampling 	Corrosion Control 	Public Outreach 	School Sampling 
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Published 2024
Compliance Date November 1, 2027

**Lead and
Copper
Rule
Improvements
(LCRI)**

Inventory ("Baseline") 	Service Line Replacements 	Disturbances 	Water Quality & Sampling 	Corrosion Control 	Public Outreach 	School Sampling 
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NJ LCR Requires Water System to do:



- Submit inventory, do annual letters, and post publicly
- Complete all LSL replacements in 10 years
- Annual replacement rate is 10% of LSLs + unknowns, but no “credit” for determining materials of unknowns
- Investigations of unknown materials in 10 years
- No partial replacements allowed, except for emergencies and infrastructure work with 45 days’ notice and customer refusal
- Non-responsiveness = customer refusal (with good faith effort to contact property owner)

The US EPA copied these NJ LCR requirements for the LCRI.



Changes applicable to NJ Water Systems Now

LCRR: New Inventory Requirements for NJ

Oct 2024:

- ✓ Inventory: Include all service lines (domestic, irrigation and fire lines) except hydrants

Nov 2024:

- ✓ Send letter to unknowns

Aug 2025:

- ❑ Annual Letters: Send letter to LSLs and unknowns

The screenshot displays the leadCAST interface for Demoville, USA. On the left, a data table provides details for a specific property:

123 Main Street Demoville, USA
Utility Side Material* Copper (verified)
Private Side Material* Lead Status Unknown
Source of Utility Side* Field Inspection
Source of Private Side* Records

On the right, a map shows the neighborhood with colored markers: green for verified copper, blue for unknown lead status, and red for records. A dark blue button at the bottom left of the map area reads "Report your Service Line".

LCRR: New Action Level Public Notice Requirement for NJ

Starting on *October 16, 2024*, any Action Level exceedance (>15 ppb) requires Tier 1 Public Notification within 24 hours.

- Revised mandatory health effects language
- Starting on October 2024, include instructions to access inventory on the CCR





Changes Applicable for NJ Water Systems in 2027



Replacements & Validation of Non-Leads

Municipal Council
Mildred C. Crump - Council President / Council Member-at-Large
Augusto Amador - Council Member, East Ward
Carlos M. Gonzalez - Council Member-at-Large
John Sharpe James - Council Member, South Ward
Joseph A. McCallum, Jr. - Council Member, West Ward
LaMonica K. Melver - Council Member, Central Ward
Tddie Osborne - Council Member-at-Large
Lain A. Quintana - Vice President / Council Member-at-Large
Anthony J. Williams, Jr. - Council Member-at-Large
Eric F. Williams - Council Member-at-Large
Mayor RAS J. BARAKA
Department of Water & Sewer Utilities
Environmental Protection for the City of Newark
Service Replacement Program

City of Newark, Contractor
YOUR CITY AT WORK
MAYOR RAS J. BARAKA
AND THE MUNICIPAL COUNCIL
DEPARTMENT OF WATER & SEWER UTILITIES
973-733-3654 973-733-8411

LCRI: New Replacement Requirements for NJ

November 2027:

- LSL Replacement Plan - minor content differences from NJ
- Private side replacement required within 45 days of an emergency partial replacement
- Post-replacement actions – public health information, flushing instructions, filter, and water sample



LCRI: New Inventory Validation Step for NJ

November 2034:

Statistical validation of non lead service lines:



FACT SHEET

Proposed Lead and Copper Rule Improvements (LCRI)
Technical Fact Sheet: Inventory Validation Requirements

Conduct physical verifications for services deemed “non lead” for 95% confidence level confirmation (roughly 400 locations)

INCLUDE non lead SLs based on:

- ✓ Records
- ✓ Predictive modeling
- ✓ Statistical approach
- ✓ Emerging methods

DO NOT INCLUDE non lead SLs based on:

- X Physical inspection
- X Year built/install date in 1988 or later

Recommend doing validation before 2031, or before the end NJ's 10-year replacement period.



Code



Disturbances

LCRI: New Disturbance Requirements for NJ

November 2027:

Minor disturbance

(i.e. test pit, loss of pressure, curb or corp valve operation)

Major disturbance

(i.e. Gooseneck replacement, meter replacement)

LSL replacement

(i.e. Partial or full lead service line replacement)



Recommend starting disturbance actions before Nov 2027.



3 to 6 months later





Compliance Sampling

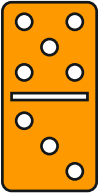
LCRI: New Compliance Monitoring Period

January 2028:

- All systems with known LSL or GRR must begin with standard schedule and number of sites



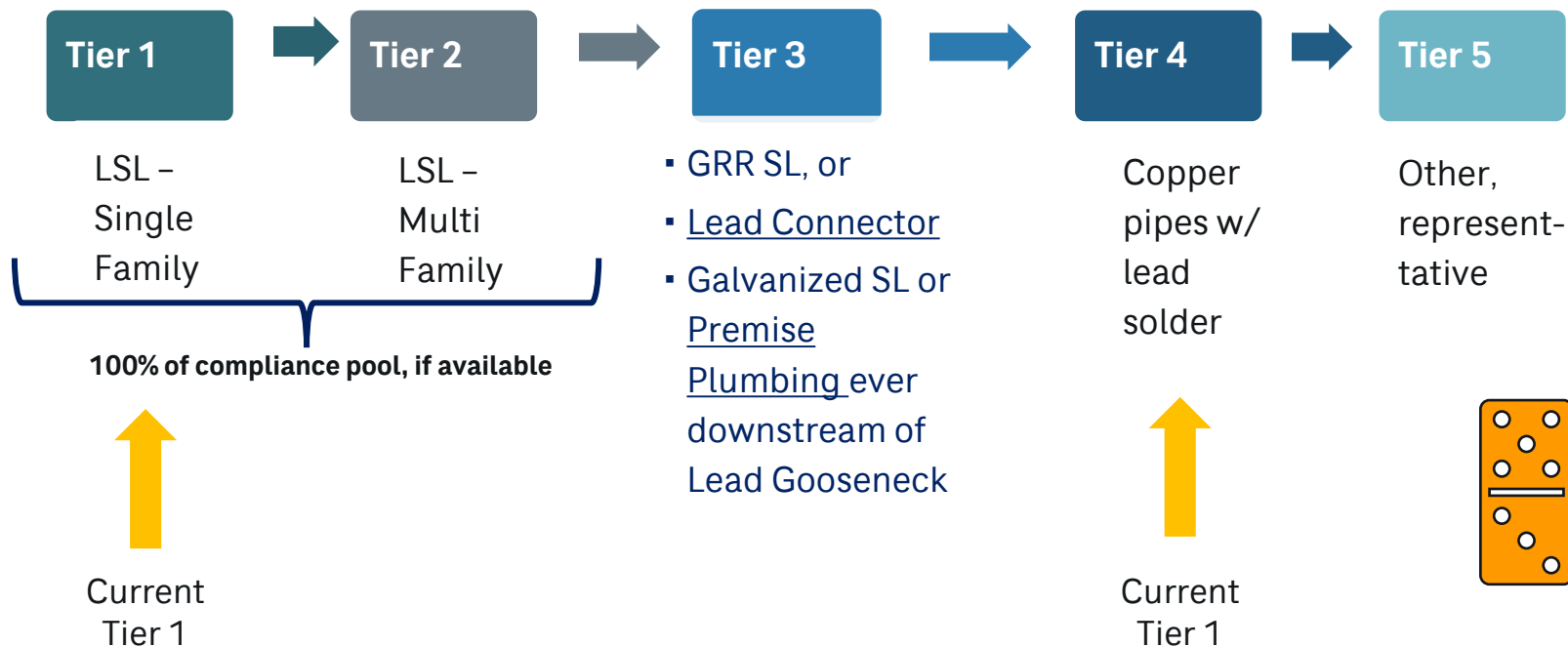
- If no LSLs or GRRs, then can stay at reduced monitoring.
- If LSLs or GRRs, eligible for reduced monitoring in 2nd full year (if P90 <10ppb or <5ppb)



LCRI: New Tap Sampling Pool Tiers for NJ



January 2028:



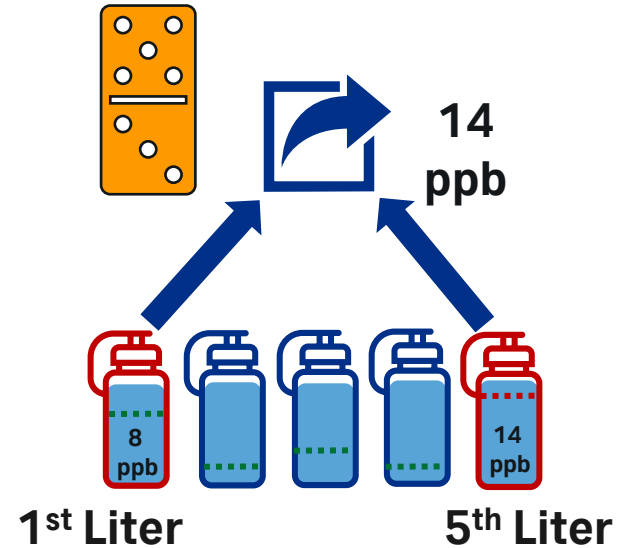
LCRI: New Sampling Method for LSLs



January 2028:

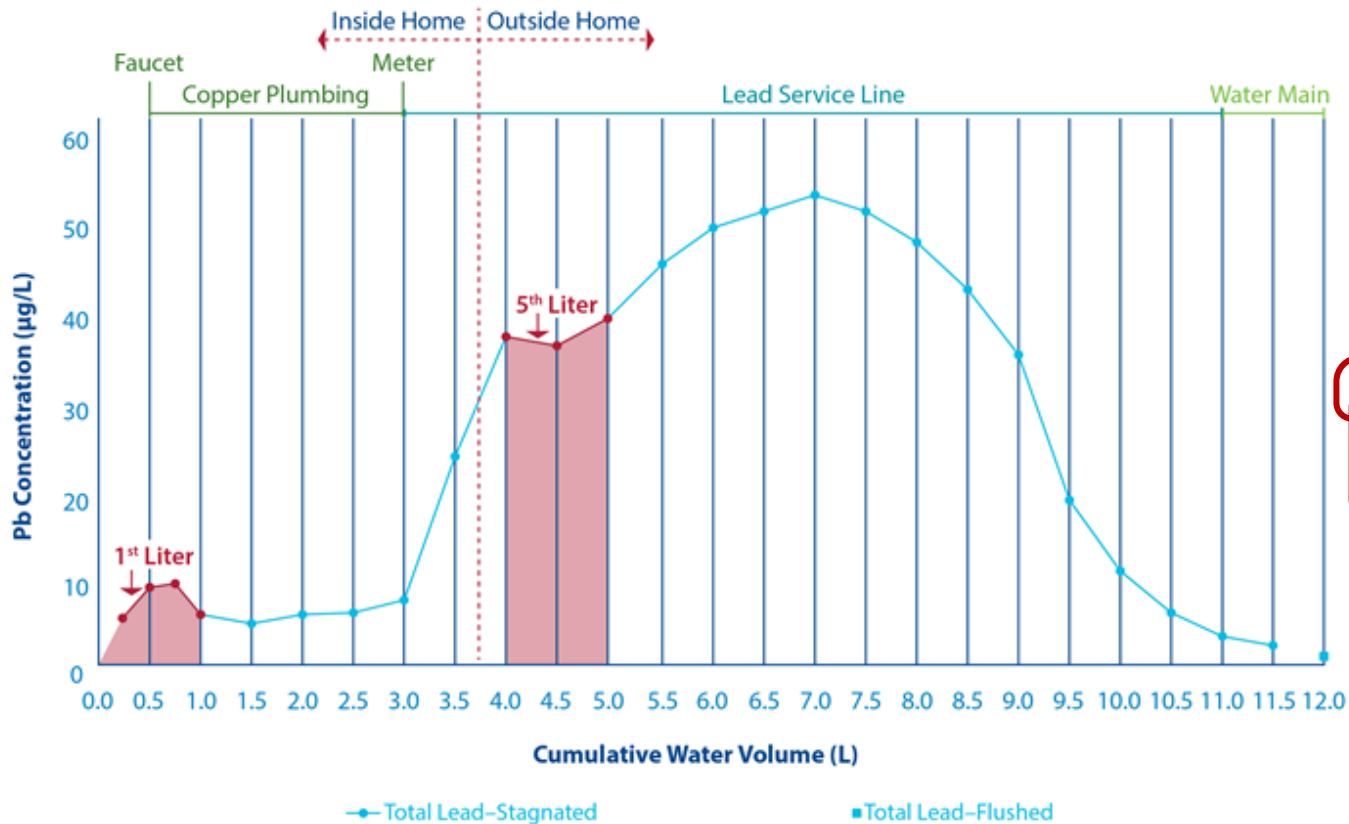


- 1st and 5th Liter Sampling from LSLs
- Highest level used for compliance and 90th percentile calc.

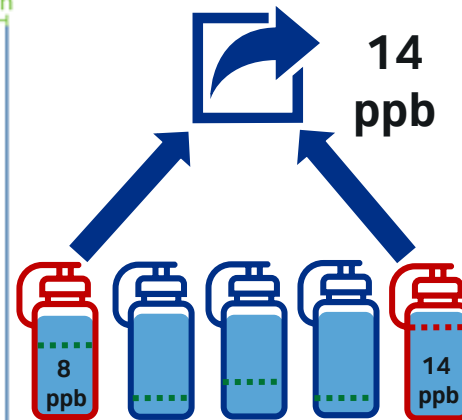


LCRI: New Sampling for LSLs: 1st & 5th Liter plus Use Highest Result for Reporting

Sequential Sampling - Lead Service Line



January 2028:



LCRI: Reduced Lead Action Level (AL)



January 2028:

■ Now: **15 ppb** 

■ LCRI (2028): **10 ppb** 



LCRI: New Compliance Sampling for NJ



January 2028:

**New Action Level
Exceedance Risk!**

Recommend evaluating compliance risk and 5th liter sampling at LSLs before 2028.



School & Childcare Facility Sampling



LCRI: New Sampling at Schools and Childcares for NJ



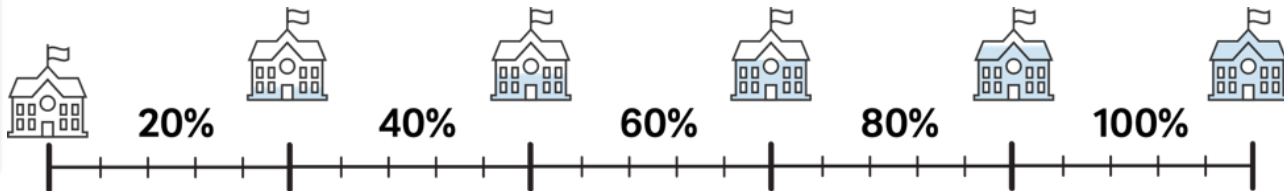
January 2028:

- Provide annual Lead Health Risk Information
- Sample minimum of 20% of sites per year, offer at Secondary schools
- Provide results annually to Health Department



Sample sites include:

- ✓ All elementary schools constructed before 2014 (any school with 8th grade or below)
- ✓ All licensed childcare facilities
- ✓ Secondary schools can request to be sampled



LCRI: New Sampling at Schools and Childcares for NJ



Schools:

At least **five samples** from locations typically used for consumption



Two drinking fountains



One kitchen faucet used for food and drink prep



One classroom faucet, or other outlet used for drinking



One nurse's office faucet

Childcare facilities:

At least **two samples**



One drinking fountain



One kitchen or classroom faucet used for food and drink prep

LCRI: New School/Childcare Sampling Methods for NJ



School and childcare sampling methods differ from standard "compliance" methods

- Sample volume: 250 milliliter (vs.1 liter)



vs.



- Stagnation period: between 8 and 18 hours (vs. "at least 6 hours")

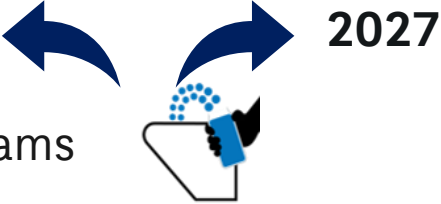


vs.



LCRI: New School/Child Care Sampling Waiver Eligibility



- Previous Sampling 2021 ←
 - Voluntary Sampling Programs
 - Waivers issued on case-by-case basis
- 

Recommend starting outreach to and sampling at private schools before 2028.

Waiver Eligibility for New Jersey Schools and Childcares

Category	Current Sampling Requirement	Waiver Eligible?
Public Schools (includes magnet and charter)	Dept of Ed requires lead sampling every 3 years	Yes
Private Schools (independent and parochial)	No requirement	No
Childcare Facilities	Required sampling as part of license renewal every 3 years	Yes



Federal Uncertainty

Federal Uncertainty with Congressional Review Act & Lawsuit



Question: Could the LCRI be repealed?

Answer: Yes, by majority vote of Congress.

Question: What happens then?

Answer: The LCRR becomes effective, possibly with delay of compliance dates.

Question: How does that affect NJ?

Answer: NJ water systems follow NJ lead legislation plus LCRR.

REPLACEMENTS UNDER LCRR vs LCRI

- No required replacements unless high 90th percentile for lead monitoring
 - Trigger level of 10 ppb --> CCT study/optimization and goal-based replacement rate
 - Action level of 15 ppb --> 3% annual replacement rate
- Partial replacements only allowed if customer refuses (must give 45-day notice) or in an emergency (must still offer to replace customer side after partial)
- LSL replacement plan requirements are slightly different than for LCRI; must submit but only use if have a TL or AL exceedance
- Must replace goosenecks when uncovered
- Post-replacement actions are the same as LCRI

Impacts NJ water systems

NJ water systems will continue to do replacements and avoid partial replacements.

INVENTORY / INVESTIGATIONS / PUBLIC OUTREACH UNDER LCRR vs LCRI

- Identify materials during routine activities (only requirement for investigation)
- Annual updates of inventory to State agency (in NJ, these are due in July)
- No timeline to identify unknowns and no validation step
- Major disturbances: Offer water sample 3 to 6 months after work (this was removed for disturbances in the LCRI)
- Slightly different public health language in annual letters and disturbance education materials

Impacts NJ water systems



NJ water systems will continue to improve the inventory by 2031 and send annual letters!

COMPLIANCE SAMPLING UNDER LCRR vs LCRI

- Sample results – within 3 calendar days and not by email
- 90th percentile Action Level at 15 ppb; Trigger Level at 10 ppb
- 5th liter for LSLs (not worst case of 1st and 5th per LCRI)
- Slight changes in tier categories for galvanized lines
- No mechanism to allow use of lower tiered sites if highest tier site owners don't allow access (100% from LSLs if present)

**Impacts
NJ
water
systems**

NJ water systems still need to watch out for a 90th percentile violations due to new tiers and 5th liter.

SCHOOL & CHILDCARE SAMPLING UNDER LCRR vs LCRI

- Must do $\geq 20\%$ per year regardless of previous testing programs
- Only samples within the defined period counts

} **Impacts
NJ water
systems**

**NJ water systems will not be able
to get waivers for public schools
and childcare facilities.**



KEY TAKE AWAYS -

Don't wait for Federal action on LCRI.

Do these 3 things to prepare for November 2027:

1. Start disturbance and post-replacement actions.
2. Evaluate AL compliance risk; take 5th liter samples at LSLs.
3. Start outreach to and sampling at private schools.



Thank You!

Find assistance with LCR compliance at
cdmsmith.com/lead



**Federal Lead and Copper Rule Improvements (LCRI)
for New Jersey Water Systems**

Kristin Epstein, PE | (732) 590-4567 | epsteinkc@cdmsmith.com





Turning Challenges into Trust: Building Customer Satisfaction Through Lead Service Line Replacements

Chelsea Kulp
Sr. Manager of Gov't & External Affairs
New Jersey American Water



**#1 IN CUSTOMER
SATISFACTION**
with Large Water
Utilities in the
Northeast Region &
MOST TRUSTED.

Setting the Stage

“Proactive communication is the single most important step water utilities can take the increase customer satisfaction” – J.D. Powers

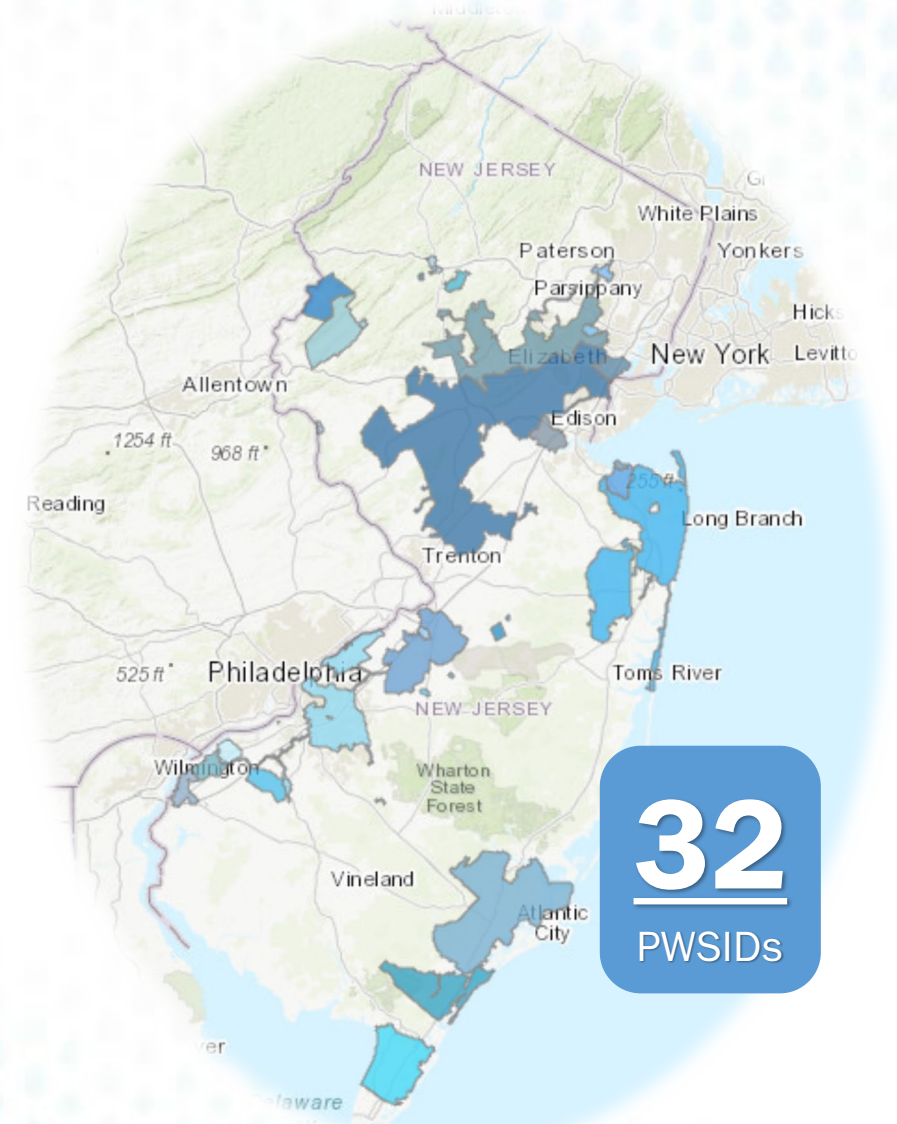


Who Are We | New Jersey American Water

New Jersey American Water is the largest regulated water and wastewater service provider in the State of New Jersey.

- Our approximately **860 employees** serve:
- Approx. 2.9 million people in over 190 communities in 18 counties.
- Approx. 668,000 water service customers (91% residential)
- 64,200 wastewater service customers

In 2022, we launched one of the largest communications campaign to educate and empower our customers on our Lead Service Line Replacement Program



Unique Challenges Result in Specialized Education Campaign

CHALLENGES

- Lead can be a sensitive topic
- Over 600K unknowns at start
- Replace all lead and galvanized service lines by 2031
- 32 PWSIDs
- Communicate with highly diverse populations across the State
- 10% replacement each year per PWSID

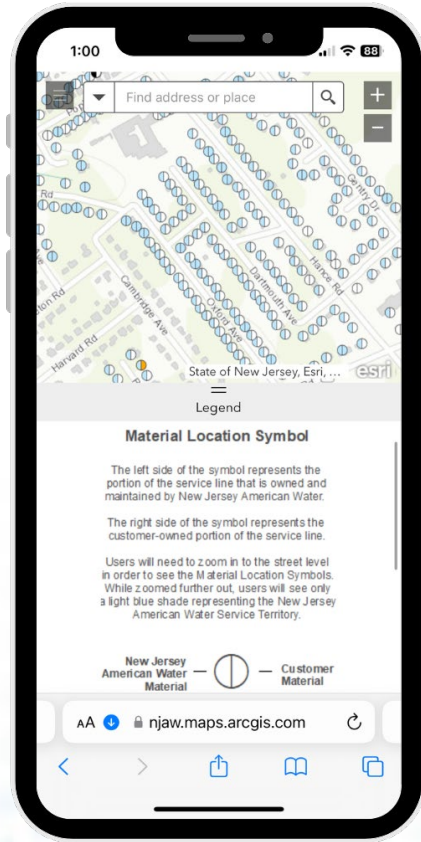
RESPONSE

- **Educate** customers, elected officials and key stakeholders
- **Empower** customers to act
- Continue to **build trust** through transparency and consistency



Accessibility Key: Multilingual Materials & Interactive Map

Landing Page: www.newjerseyamwater.com/leadfacts



REDUCCIÓN DE LA POSIBLE EXPOSICIÓN AL PLOMO EN CASA

La fuente más común de plomo en el agua del grifo son las tuberías de la casa del cliente y su tubería de servicio.

Proporcionar un suministro de agua seguro y confiable es nuestra principal prioridad. Hacemos pruebas y controles para detectar una amplia variedad de contaminantes, incluido el plomo.

Si bien estas pruebas indican que el plomo no supone un problema en el agua tratada que sale de nuestras instalaciones, podrían detectarse niveles de plomo en algunos inmuebles debido a la corrosión de lo siguiente:

- **La tubería de servicio de plomo** que distribuye el agua a casas y edificios más antiguos
- **La soldadura de plomo** en tuberías domésticas con soldadura de plomo instaladas antes de la adopción por el estado de la prohibición del plomo por parte de la Agencia de Protección del Medio Ambiente (EPA, por sus siglas en inglés) en febrero de 1987
- **Algunos grifos** fabricados antes de 2014

También es posible detectar si se liberan sedimentos o residuos, que probablemente contengan plomo, de una tubería de servicio de plomo durante los proyectos de reparación, o si se realiza un reemplazo parcial de la tubería de servicio de plomo que abastece a su casa.

PASES QUE USTED PUEDE TOMAR PARA REDUCIR LA POSIBLE EXPOSICIÓN AL PLOMO EN EL AGUA POTABLE

El plomo no se puede ver, oler o degustar, y hervir el agua no elimina el plomo. Estas son las medidas que usted puede tomar para reducir la posible exposición si hay presencia de plomo en las tuberías de su casa:

1. **Purgue sus grifos.** Cuando más tiempo el agua permanece estancada en las tuberías de su casa, más cantidad de plomo podría contener. Si el agua de su grifo no se ha utilizado durante más de seis horas, purgue los grifos con agua fría entre 30 segundos y 2 minutos antes de beber o usar el agua para cocinar. Para conservar el agua, recoja el agua que deje correr durante la purga y úsela para regar sus plantas.
2. **Use agua fría para beber y cocinar.** El agua caliente puede contener más plomo que el agua fría. Si necesita usar agua caliente para cocinar, caliente el agua fría en la estufa o en el microondas.
3. **Retire y limpie los aireadores de los grifos con frecuencia.**
4. **Revise si su tubería interna o grifos contienen plomo y reemplace cualquiera que lo contenga.** Busque la etiqueta "Sin plomo" al reemplazar o instalar accesorios de plomería.
5. **Siga las instrucciones del fabricante para reemplazar los filtros de agua** en aparatos del hogar, como refrigeradores y máquinas de hielo, y en unidades de tratamiento de agua de la casa y jarras. Busque filtros con certificación NSF 53.
6. **Purgue después del cambio de tuberías.** Los cambios en la tubería de servicio, el medidor o las tuberías interiores pueden ocasionar que haya sedimentos, que pueden contener plomo, en su suministro de agua. Retire los aireadores de cada grifo y deje correr el agua de 3 a 5 minutos.

NEW JERSEY AMERICAN WATER
WE KEEP LIFE FLOWING™

EFFECTOS DEL PLOMO EN LA SALUD

De acuerdo con la Agencia de Protección Ambiental de EE. UU., la exposición al plomo a través del agua potable puede causar graves efectos sobre la salud de todos los grupos etarios. Tanto el coeficiente intelectual como la capacidad de atención en bebés y niños pueden verse afectados. La exposición al plomo puede causar nuevos problemas de aprendizaje y comportamiento o agravar los existentes. Los hijos de las mujeres expuestas al plomo antes o durante el embarazo pueden tener mayor riesgo de sufrir estos efectos adversos sobre la salud. Los adultos pueden aumentar su riesgo de sufrir una enfermedad cardíaca, presión arterial alta, problemas renales o del sistema nervioso.

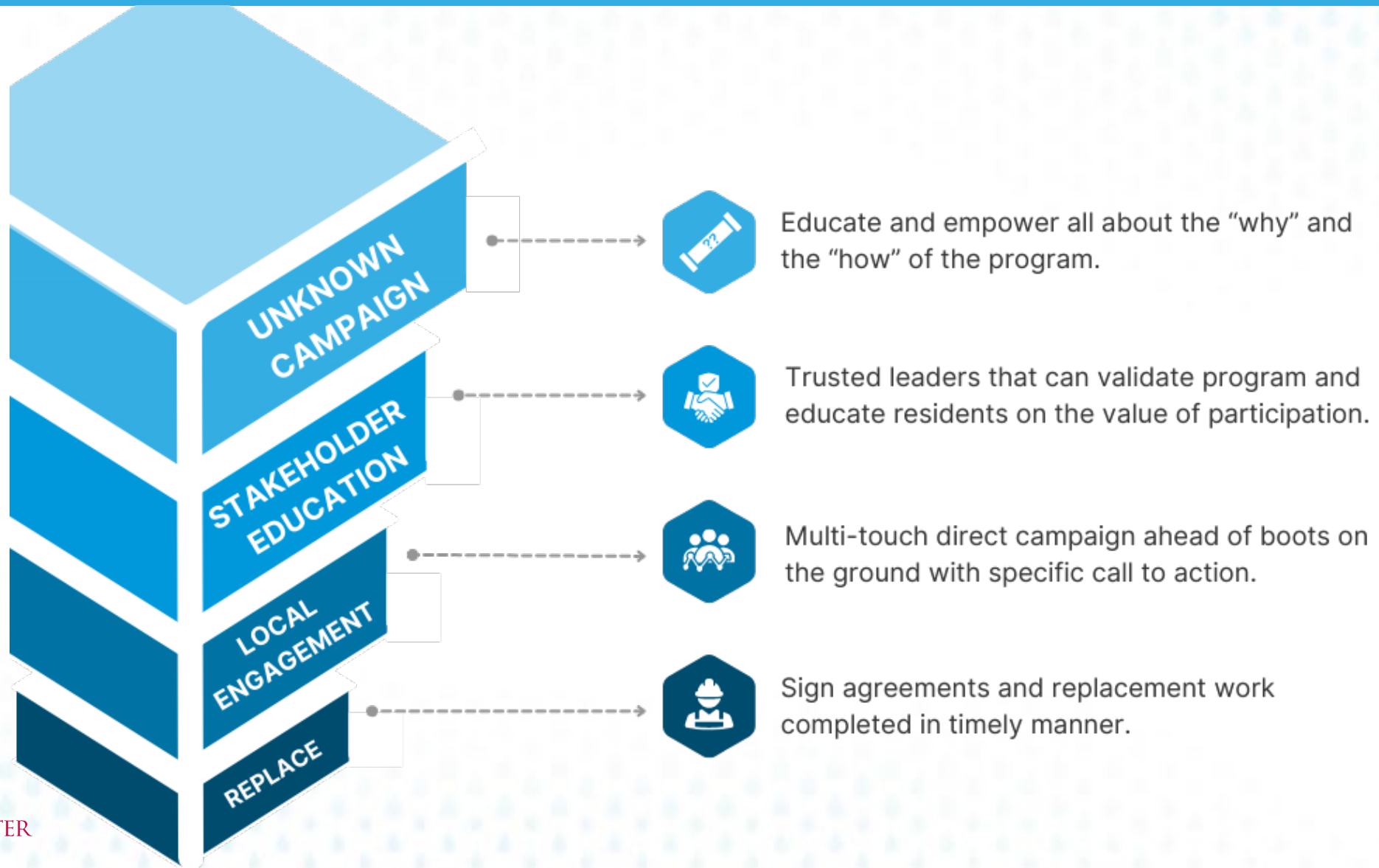
* De acuerdo con la legislación de New Jersey, las tuberías de servicio galvanizadas se consideran de plomo.

11

Prioritization Model & Plan Set, Contractors Ready

Now, how to **educate** & **empower** the 2.9 million people served by us...

Strategic Messaging: Meeting the Customers Where They Are



Every Tactic Builds Towards the Goal

Outreach is continuously refined based on available data to help ensure that the media spend is targeted and efficient as possible based on need.

TRACK 1 – ID UNKNOWN

MATERIAL: Self-identify your service lines so that we schedule replacement if they are lead, at no direct cost, **across entire service footprint.**

TRACK 2 – KNOWN

MATERIAL: Sign agreement to replace your lead lines, at no direct cost & advising about scheduled work, **aligned with construction schedules.**



HIGH-IMPACT, HIGH-REACH TACTICS

- Cable TV in targeted geos
- Local & ethnic radio in targeted geos
- OOH billboards & posters
- Press event/statement with DEP/state
- LTE and op-ed strategy
- One-on-one local press strategy

COMMUNITY AND STAKEHOLDER ENGAGEMENT

- Elected officials and local gov. organizations
- Clergy, school districts, local leaders, etc.
- Environmental advocates/nonprofit community
- Statewide, ethnic and local Chambers of Commerce


TARGETED MEDIA TACTICS

- Univision media partnership
- Streaming TV & video
- Social & digital ads
- Print ads in local weeklies
- Partnerships with Patch and TapInto

Examples of Customer Educational Campaign



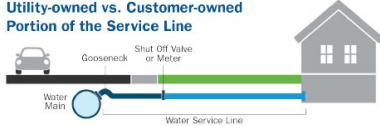
Engage & Educate Your Employees



LEAD SERVICE LINE REPLACEMENT PROGRAM

At New Jersey American Water, providing safe, reliable water service is our top priority. That's why we're committed to replacing utility-owned and customer-owned lead¹ service lines where they exist by 2031. Visit us online to self-identify and report the material of your service line. If the portion of service line you own is made of lead, we'd like to work with you to replace it over the course of the next several years.

Utility-owned vs. Customer-owned Portion of the Service Line



■ Owned by Utility ■ Owned by Customer

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

Please note: If your service line contains lead, it does not mean you cannot use water as you normally do. New Jersey American Water tests for lead in accordance with regulatory requirements and our water meets water quality regulations, including those related to lead.

LEARN MORE ONLINE

To learn more about our service line replacement program, scan the QR code on the other side of this card or visit newjerseyamwater.com/leadfacts.

Here are just a few examples of what you'll learn:

- Tips on how to assess and help reduce lead exposure
- Frequently asked questions related to the program
- Guide to self-identify and submit your service line material using our online interactive map
- Additional resources about lead in drinking water

¹In accordance with New Jersey legislation, galvanized service lines are considered lead. 09/2024



MAKING PROGRESS & PROUD OF IT

As New Jersey's largest water utility, we work hard to stay at the forefront of the state's lead service line replacement efforts. **Since 2022, we've successfully replaced over 10,000 customer-owned lead and galvanized steel water service lines** as part of our ongoing Lead Service Line Replacement Program. This achievement is a significant step forward, putting New Jersey American Water on pace to meet state requirements to replace all lead and galvanized service lines in our service area by 2031.

But our work doesn't end here. We're just getting started. This year, we plan to:

- Distribute pitcher filters after every lead or galvanized steel service line replacement, ahead of the mandated timeline under U.S. Environmental Protection Agency regulations.
- Leverage technology and predictive modeling for fast and more efficient service line material identification.
- Send letters to customers with unknown service line material with helpful information about how to self-identify and report their service line material.
- Send letters to property owners with lead or galvanized service lines until their service line is replaced, in accordance with state law.

Lead Service Line Replacement: It's not just about compliance. It's our commitment.



LEARN MORE
Scan the QR code or visit: newjerseyamwater.com/leadfacts
Contact Us: Email leadfreeNJ@amwater.com

¹In accordance with New Jersey legislation, galvanized service lines are considered lead. 09/2024



New Jersey's Lead Service Line Replacement Program

Update on Program, Prioritization Efforts & Customer Education Campaign



New Jersey American Water's Lead Service Line Program

A presentation offered by members of the leadership team. [Click here to watch!](#)



Identify Your Water Service Line!

Community & Key Stakeholder Focused Education & Toolkit



Long Branch Police Department
October 2, 2023

Beginning today, New Jersey American Water will be sending representatives to our area to teach our residents about identifying and reporting the material of the service line that brings water into their home. Representatives will be wearing yellow vests and carrying a NJAW ID tag. The educational effort is part of the company's Lead Service Line Replacement Program aimed at replacing all lead and galvanized water service lines by 2031 as mandated by state law. Customer-owned water service lines have historically not been tracked by water utilities, so completing an inventory of customer-owned service lines is a necessary step to replacing all lead or galvanized water service lines.

Learn more:
njawater.com/leadfacts
<https://www.youtube.com/watch?v=FHZ1n7B2d4I>

YOUTUBE.COM
How To: Locate & ID Your Water Service Line
New Jersey American Water is committed to identifying and replacing all water service lines m...

2

Like Comment Share

City of Summit
August 22, 2023

The City of Summit is sharing information from New Jersey American Water (NJAW) on the Lead Service Line Replacement Program and how customers can assist NJAW by identifying the material of their water service line.

As part of its Lead Service Replacement Program, NJAW will be replacing all lead and galvanized steel service lines, including the customer-owned portion at no direct cost to customers. NJAW is requesting assistance from customers to identify the material of th... See more

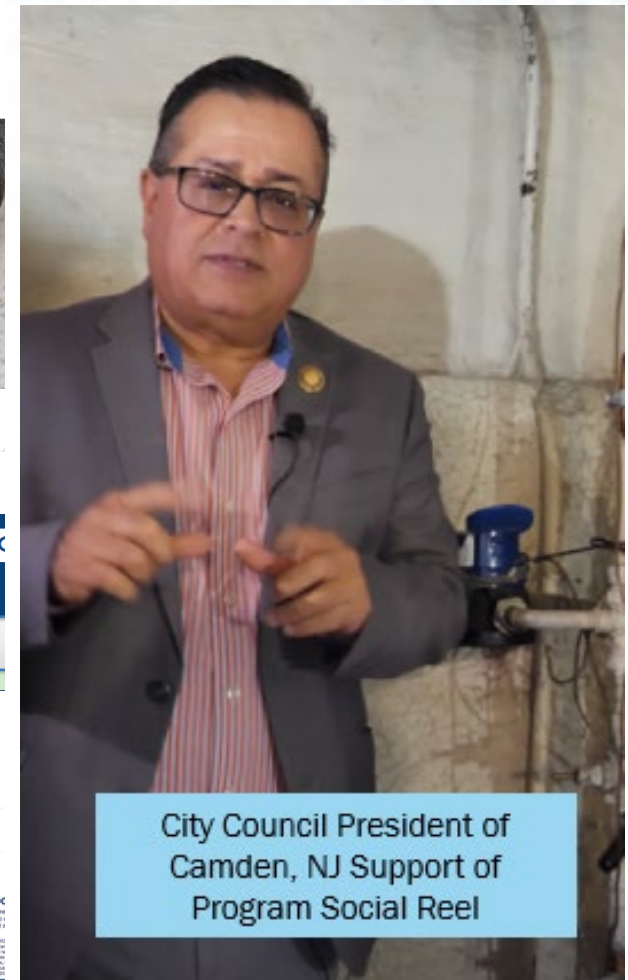
New Jersey American Water will replace your lead and galvanized steel service lines at **NO DIRECT COST.**

Get yours replaced. **Learn How.**

NEW JERSEY AMERICAN WATER

New Jersey American Water 1 comment

Like Comment Share



Neptune City
Borough of Neptune City, New Jersey

Government Emergency Departments Mayor & Council Community

HOW Do I... Search

Home

A Message From New Jersey American Water

POSTED ON: FEBRUARY 23, 2024 - 12:58PM

Dear Valued Customer - New Jersey American Water will be launching our Lead Service Line Replacement Program in your community with support of our qualified contractor, CDM Smith, beginning on or about February 26, 2024. The first part of this program is to inspect and identify the material of our customer's water service line.

To help identify the material of the customer-side service line, our qualified contractor, CDM Smith, will be canvassing in the community and performing in-house inspections.

Customers are encouraged to schedule an appointment by calling CDM Smith at 732-590-4700 or by emailing

SORRY WE MISSED YOU!

New Jersey American Water is committed to removing all lead and galvanized water service lines by 2031, but we need your help!

As of September 2023, we have replaced 14,329 feet of lead and galvanized water service lines. We need your help to identify and report the material of your water service line so we can replace it with lead-free and galvanized-free service lines. All other water service lines are scheduled to be replaced by the end of 2031. We need your help to identify and report the material of your water service line so we can replace it with lead-free and galvanized-free service lines.

¡LAMENTAMOS NO HABERLE ENCONTRADO!

New Jersey American Water se compromete a eliminar todos los tubos de servicio de plomo y galvanizados en su distrito antes del 2031, pero necesitamos su ayuda.

Como parte de la reemplazo de líneas de servicio de plomo y galvanizadas, necesitamos que usted nos informe el material de su línea de servicio de agua para que podamos reemplazarla con un material libre de plomo y galvanizado. Todas las otras líneas de servicio de agua están programadas para ser reemplazadas al final de 2031. Necesitamos su ayuda para identificar y reportar el material de su línea de servicio de agua para que podamos reemplazarla con un material libre de plomo y galvanizado.

COMMON SOURCE

DID YOU KNOW?
The most common source of lead in tap water is from your home's plumbing and service lines? Get yours replaced. **Learn How.**

Use button to access ads used for social media channels. **DOWNLOAD**

CAPTION OPTION #3
In July 2023, NJ passed a law requiring all water providers to replace lead and galvanized service lines by 2031... Just one tap, can't do that without our help. Go to [njawater.com/leadfacts](https://www.njawater.com/leadfacts) to learn more about what you can do to help.

CAPTION OPTION #4
I just checked and reported my service line material to New Jersey American Water so that they can replace it. You can too, by going to [njawater.com/leadfacts](https://www.njawater.com/leadfacts) to learn more about what you can do to help replace lead and galvanized steel service lines in your community!

NEED YOU

NEW JERSEY AMERICAN WATER NEEDS YOU TO CHECK YOUR HOME'S WATER SERVICE LINES FOR LEAD OR GALVANIZED STEEL!

Use button to access ads used for social media channels. **DOWNLOAD**

CAPTION OPTION #1
We need you to check and report your service line material to New Jersey American Water so they can replace it. Go to [njawater.com/leadfacts](https://www.njawater.com/leadfacts) to learn more about what you can do to help replace lead and galvanized steel service lines in your community.

CAPTION OPTION #2
New Jerseyans know how to get the job done. That's why we're inviting you to identify, report and help New Jersey American Water to replace all customer lead and galvanized steel service lines. Go to [njawater.com/leadfacts](https://www.njawater.com/leadfacts) to learn more!

Evolution of Communications Program

Using Real-time Results, Metrics & Feedback

Localized Canvassing & Community Focused Education

TAPinto Passaic Valley • 18 hours ago •

Attention Little Falls Residents: Still need help identifying and reporting the material of your water service lines? Be on the lookout for New Jersey American Water contractors canvassing in your neighborhood or schedule an appointment directly with us!

Follow this link to learn more and make an appointment: <https://bit.ly/4dJc...>

ALERT!

Our contractors will be going door to door in your neighborhood in the coming weeks to identify lead or galvanized steel service lines.

GET IN TOUCH
to schedule an appointment

NEW JERSEY AMERICAN WATER
LEAD SERVICE LINE REPLACEMENT PROGRAM

TAPinto Passaic Valley

GENERAL ALERT
American Water Works Service Company, Inc.
CUSTOMERS NOTIFIED: 3/11/2024 9:45 AM EDT
ESTIMATED EVENT START: 3/11/2024 9:00 AM EDT
LAST UPDATED: 3/11/2024 9:35 AM EDT
ESTIMATED EVENT END: 3/15/2024 5:00 PM EDT

Neptune/Bradley Beach: Service Line Assessment: Multiple Streets
This is an important notification from New Jersey American Water. Our qualified contractor, CDM Smith, will be in your area beginning on MONDAY MARCH 11TH THROUGH FRIDAY MARCH 15TH to assess our customers' water service line materials. Water service lines connect our water main to your home or property and can be made of copper, plastic, galvanized steel, iron, or lead. Please "tip up" and help us by answering a few questions if we contact you or come to your door. Customers can also visit newjerseywater.com/leadssurvey and self-ID their service line material. Our qualified contractor will carry official company photo I.D. badges and wear logged, high visibility vests. Your assistance is very important in helping us meet the goal of identifying and replacing lead and galvanized service lines by 2031. To learn more about the program and our commitment, visit newjerseywater.com/leadfacts.



DID YOU KNOW?

Studies indicate that to have a message resonate effectively, people need to see it at least **SEVEN** times.

We'd like to identify your water service line material

You're receiving this postcard because your service line material is still unknown to us. Our partner CDM Smith will be coming out to inspect your service line material. Help us identify the material by answering a few questions when they come to your door. You can also schedule an inspection with CDM Smith at a time that works best for you (please reverse).

STAY OUT
of your service line you like to work on project.

una campaña que te ayude a identificar el material de su línea de servicio. Responde algunas preguntas cuando llegue a tu casa o programa una cita.

with support from **CDM Smith**



Lead Service Line Replacement in Little Falls

Published May 22, 2024 at 4:45 PM
Last Updated May 22, 2024 at 4:58 PM

American Water will be launching our lead service line replacement program in Little Falls with the support of our community this month. The first part of this program is to identify the material of our customers' water service line.

is your home to the water main in the street. The portion of the service line owned by American Water is owned by New Jersey American Water. The other portion. (See Diagram below)

Owned vs. Customer-owned portion of the Service Line



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

Reach TAPinto Passaic Valley
Engage with the Community
Local Realities
CLICK HERE TO LEARN MORE

Your Bridge From ICU to Home

Customer Awareness Blitz

1. Initial Townwide Customer Letter

Sent via billing system & linked to customer account to help ensure alignment across departments

2. Mail LSLR Project Packet

Includes: Program Overview & FAQs & Agreement

3. Canvassing Postcard

Received approx. 3-5 days after packet

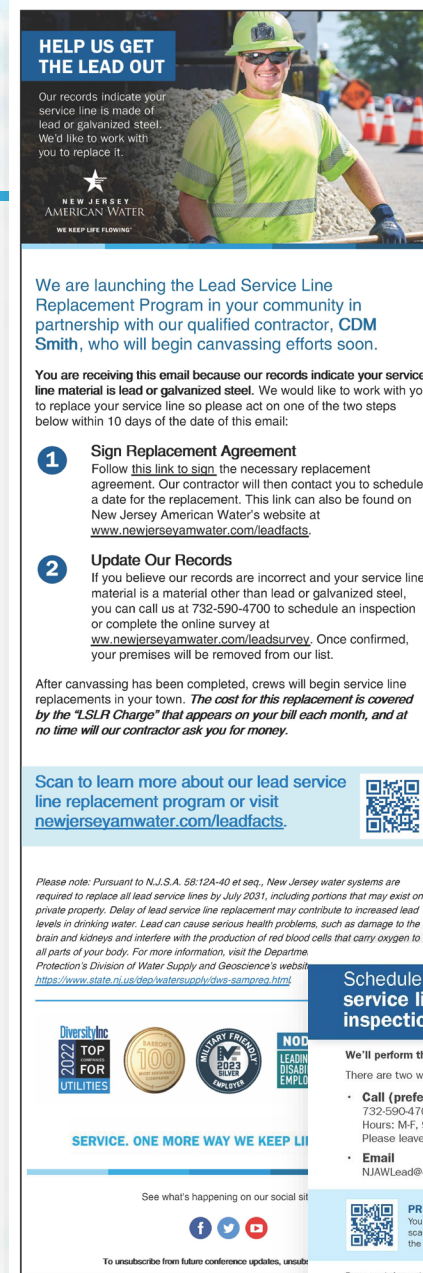
4. Target Emails to Inform & Request Action

One to known lead & separate outreach to unknown list.

5. Targeted Social Media Campaign (if applicable)

6. Pitched / Placed in local media

7. Opted-In Notification to customers sent 2-3 days prior to launch.



HELP US GET THE LEAD OUT

Our records indicate your service line is made of lead or galvanized steel. We'd like to work with you to replace it.

NEW JERSEY AMERICAN WATER
WE KEEP LIFE FLOWING™

We are launching the Lead Service Line Replacement Program in your community in partnership with our qualified contractor, CDM Smith, who will begin canvassing efforts soon.

You are receiving this email because our records indicate your service line material is lead or galvanized steel. We would like to work with you to replace your service line so please act on one of the two steps below within 10 days of the date of this email:

- 1 Sign Replacement Agreement**
Follow [this link to sign](#) the necessary replacement agreement. Our contractor will then contact you to schedule a date for the replacement. This link can also be found on New Jersey American Water's website at www.newjerseywater.com/leadfacts.
- 2 Update Our Records**
If you believe our records are incorrect and your service line material is a material other than lead or galvanized steel, you can call us at 732-590-4700 to schedule an inspection or complete the online survey at www.newjerseywater.com/leadsurvey. Once confirmed, your premises will be removed from our list.

After canvassing has been completed, crews will begin service line replacements in your town. *The cost for this replacement is covered by the "LSLR Charge" that appears on your bill each month, and at no time will our contractor ask you for money.*

Scan to learn more about our lead service line replacement program or visit newjerseywater.com/leadfacts.

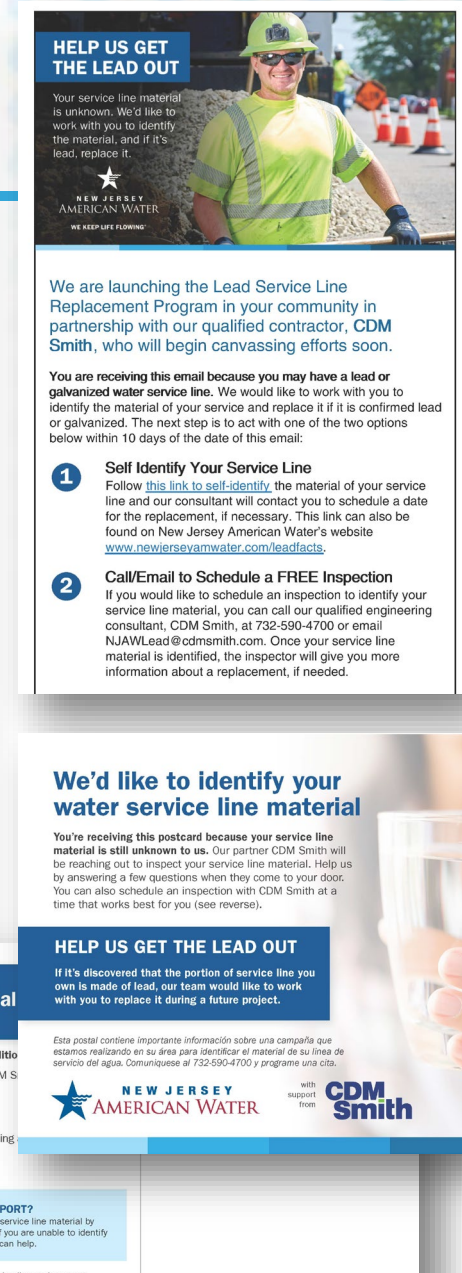
Please note: Pursuant to N.J.S.A. 58:12A-40 et seq., New Jersey water systems are required to replace all lead service lines by July 2031, including portions that may exist on private property. Delay of lead service line replacement may contribute to increased lead levels in drinking water. Lead can cause serious health problems, such as damage to the brain and kidneys and interfere with the production of red blood cells that carry oxygen to all parts of your body. For more information, visit the Department's Division of Water Supply and Geoscience's website <https://www.state.nj.us/dpw/watersupply/geoscience.htm>

2022 TOP FOR UTILITIES **100 YEARS** **WATER FRIENDLY** **NO LEAD IN DISABLED EMPLOYEES**

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING™

See what's happening on our social sites

To unsubscribe from future conference updates, unsubscribe



HELP US GET THE LEAD OUT

Your service line material is unknown. We'd like to work with you to identify the material, and if it's lead, replace it.

NEW JERSEY AMERICAN WATER
WE KEEP LIFE FLOWING™

We are launching the Lead Service Line Replacement Program in your community in partnership with our qualified contractor, CDM Smith, who will begin canvassing efforts soon.

You are receiving this email because you may have a lead or galvanized water service line. We would like to work with you to identify the material of your service and replace it if it is confirmed lead or galvanized. The next step is to act with one of the two options below within 10 days of the date of this email:

- 1 Self Identify Your Service Line**
Follow [this link to self-identify](#) the material of your service line and our consultant will contact you to schedule a date for the replacement, if necessary. This link can also be found on New Jersey American Water's website www.newjerseywater.com/leadfacts.
- 2 Call/Email to Schedule a FREE Inspection**
If you would like to schedule an inspection to identify your service line material, you can call our qualified engineering consultant, CDM Smith, at 732-590-4700 or email NJAWLead@cdmsmith.com. Once your service line material is identified, the inspector will give you more information about a replacement, if needed.

We'd like to identify your water service line material

You're receiving this postcard because your service line material is still unknown to us. Our partner CDM Smith will be reaching out to inspect your service line material. Help us by answering a few questions when they come to your door. You can also schedule an inspection with CDM Smith at a time that works best for you (see reverse).

HELP US GET THE LEAD OUT

If it's discovered that the portion of service line you own is made of lead, our team would like to work with you to replace it during a future project.

Esta postal contiene importante información sobre una campaña que estamos realizando en su área para identificar el material de su línea de servicio del agua. Comuníquese al 732-590-4700 y programe una cita.

NEW JERSEY AMERICAN WATER with support from **CDM Smith**

PREFER TO SELF REPORT?
You can self-identify your service line material by scanning this QR code. If you are unable to identify the material, CDM Smith can help.

For more information about our lead service line replacement program, visit: newjerseywater.com/leadfacts.

05/2024

Boots on the Ground Inspection Canvass Efforts

- **Alert Notification Launch to Target Area**

- Email, Text, and/or Call
- Repeat as Canvassing Progresses

- **Leave Behind Materials:**

- Door hanger: “Sorry We Missed You”
- Door hanger: “Please Contact Us”

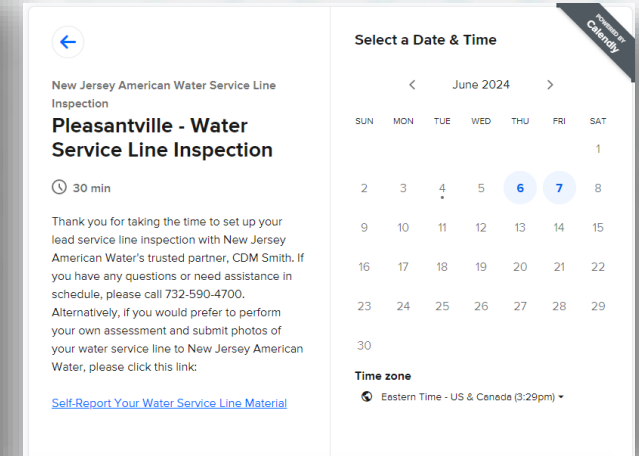
- **“Sorry We Missed You” Email Follow Up**

- Known Lead/Galvanized Steel
- Unknown

- **“We’ve Been Trying to Reach You” Postcard**

- **CDM Smith-Led Outgoing Customer Calls to Schedule Inspection Appointments**

- **Online Scheduling App**



Canvassing to Support Lead Service Line Replacement Program Begins in Little Falls

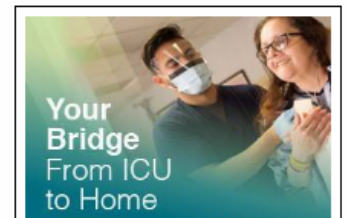
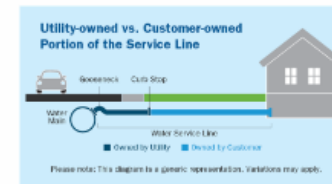
By New Jersey American Water

Published May 22, 2024 at 4:45 PM

Last Updated May 22, 2024 at 4:58 PM

Little Falls, N.J. – May 21, 2024 – New Jersey American Water will be launching our Lead Service Line Replacement Program in Little Falls with the support of our qualified contractor, CDM Smith, beginning this month. The first part of this program is to inspect and identify the material of our customers’ water service line.

The service line is the pipe that connects your home to the water main in the street. A portion of the service line to your residence is owned by New Jersey American Water, while the homeowner owns the other portion. *(See Diagram below)*



What About Unresponsive Customers?

- Follow up with Municipality & Provide Update
- Record of Outreach Attempts
- Standard/Required Communications Continue:
 - Statewide Emails to Self Report
 - Known Lead: Yearly Notification
 - Unknown: Yearly Notification
- Test Pits
- Replacement Contractor Outreach



You are receiving this email because your service line material is still unknown to us. We need your help to get us to 100% so we can get rid of all lead water lines. Please "pipe up" and tell us what your water service line is made of through this quick, [online survey](#).

[CLICK HERE TO TAKE THE SURVEY](#)

IMPORTANT INFORMATION About Lead and Drinking Water



[DATE]

[CUSTOMER NAME]
[MAILING ADDRESS]

Dear Valued Customer:

At New Jersey American Water, providing safe, reliable water service is our top priority. Each year, New Jersey American Water invests millions of dollars in upgrading our water infrastructure to support our continued provision of safe and reliable water service to you. **We are proud to let you know the water we provide to you meets state and federal water quality standards, including those set for lead.**

While the company regularly tests for lead in drinking water and works to continue to meet water quality standards, we are committed to removing lead service lines as an additional precaution to help to reduce your household's potential for lead exposure. The service line is the pipe that connects your home to the water main in the street. A portion of the service line serving your residence is owned by New Jersey American Water, while the other portion is owned by the homeowner.

In 2021, the State of New Jersey enacted a law that requires all water service providers to share with customers the material of the utility-owned and customer-owned service lines that connect to their property, notify customers with service lines that are lead or galvanized steel, and replace them by 2031. According to our records, a portion or all of the service line that leads to the following property is made of lead or galvanized steel, and we will be planning to replace it in accordance with the law.

At this property: [ADDRESS OF PROPERTY]

New Jersey American Water service line material is: [UTILITY SERVICE LINE MATERIAL]

Customer-owned service line material is: [CUSTOMER SERVICE LINE MATERIAL]

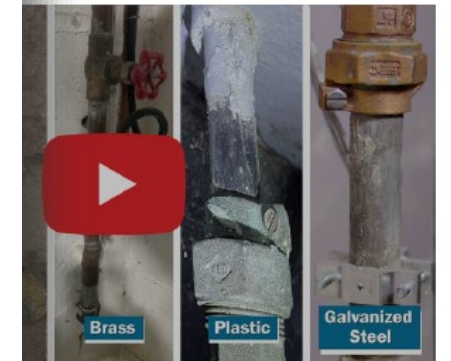
State Water System ID#: [PWSID]

System Name: [COMMON NAME OF SYSTEM]

Please note you can still use your water as you normally do. Your water continues to meet water quality standards.

As part of our commitment to meeting the 2031 goal, we have developed and launched our Lead Service Line Replacement Program, which can be found at www.newjerseyamwater.com/leadfacts. Here you will find an interactive map of the company's service line inventory and additional resources including answers to frequently asked questions. Additionally, if your customer-owned service line is identified as unknown, there is information to help you identify the material and submit your findings to the company.

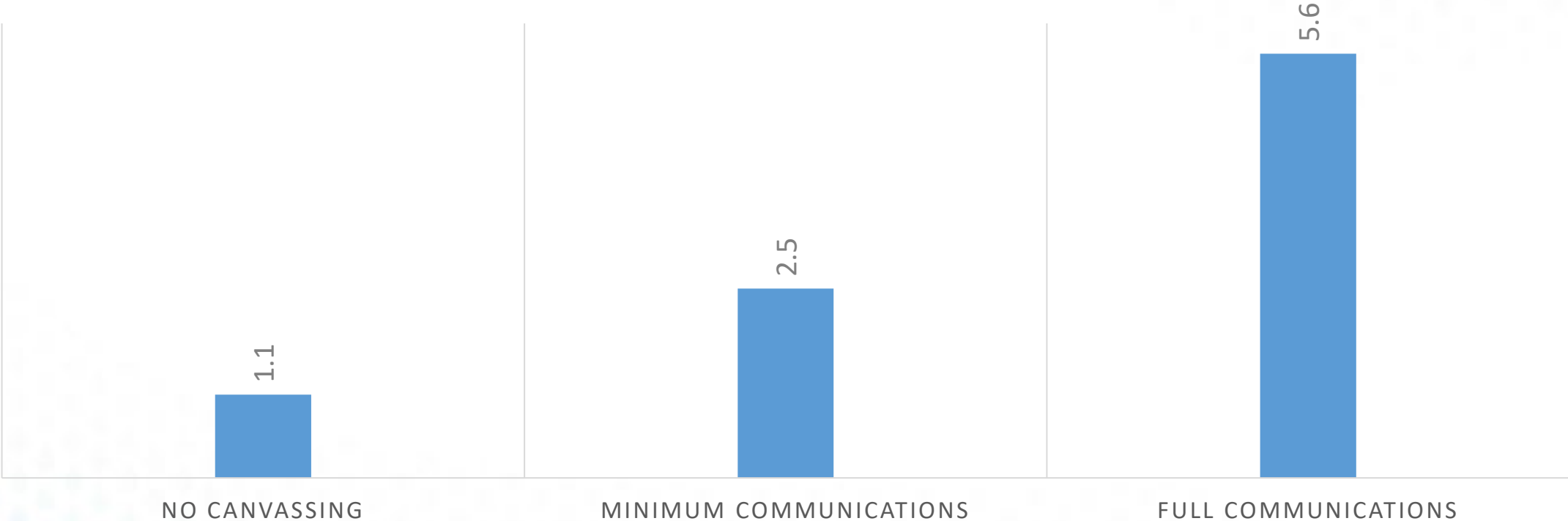
Lead Service Line Replacement Program on
out the video below for a step by step guide to ID
your water service line.



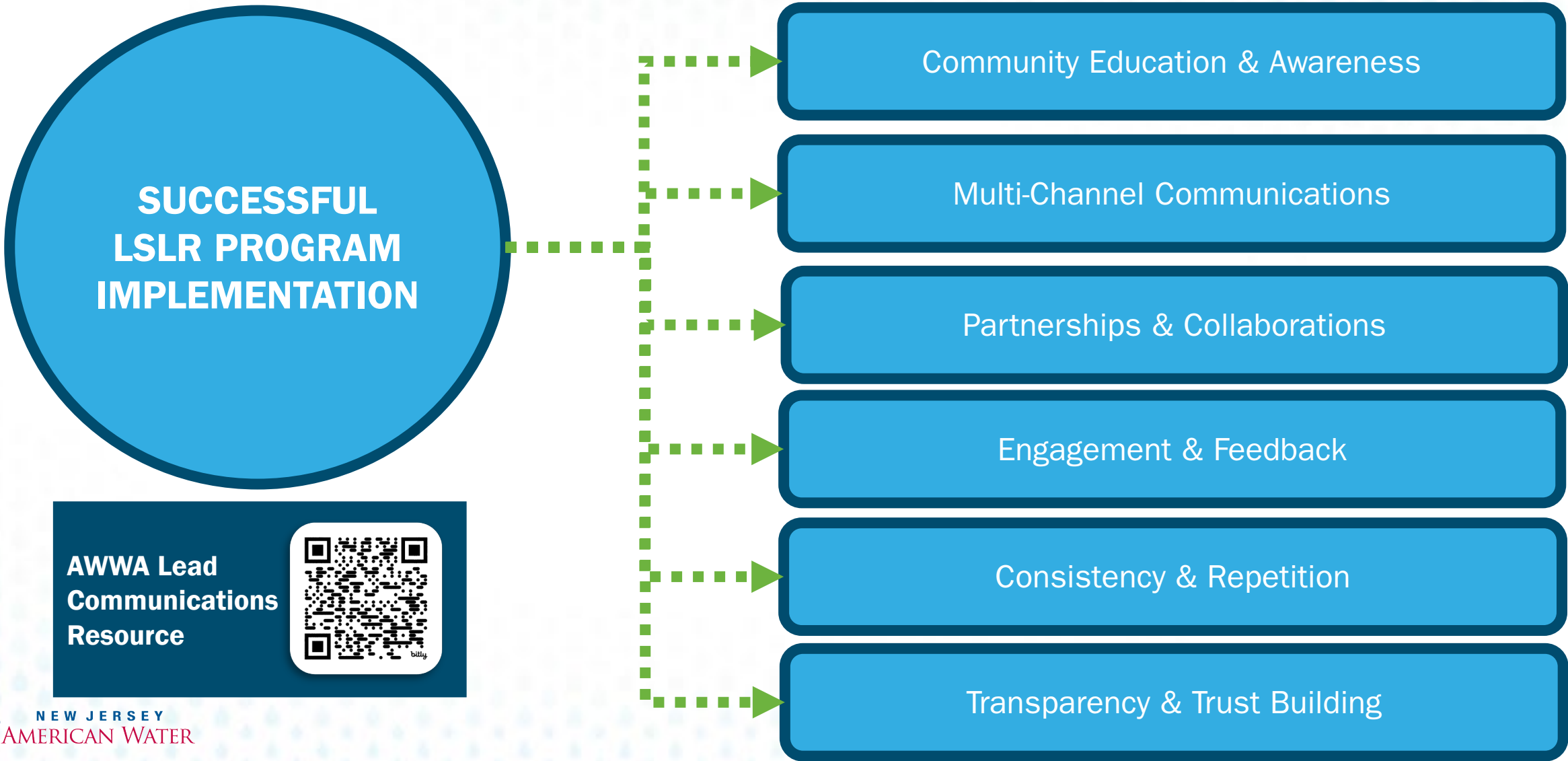
Maximizing Identifications Through Strategic Communications and Canvassing

CUSTOMER SELF-REPORTING

■ Customer Self-Report Rate (%)



Elements of a Comprehensive Communications Strategy



The Path Forward: Lessons Learned & Continuous Improvement



Consistent Communication is Key: You will never communicate *too much* about topics that matter to your customers.



Direct communications in your customer's preferred channel is most ideal.



Partner for Success: Municipalities, Stakeholders, Contractors & Consultants



Be willing to pivot when necessary and enlist the right resources and teams from the beginning.



Build Trust & Stay Transparent: Make your customer education unique to you and your area.



Thank you!



chelsea.kulp@amwater.com



(856) 745-1861



newjerseyamwater.com



#1 IN CUSTOMER SATISFACTION
with Large Water Utilities in the Northeast Region & **MOST TRUSTED.**

RIDGEWOOD WATER LEAD SERVICE LINE REPLACEMENT PROGRAM *CASE STUDY: VOLUNTARY LSLR PROGRAMS*



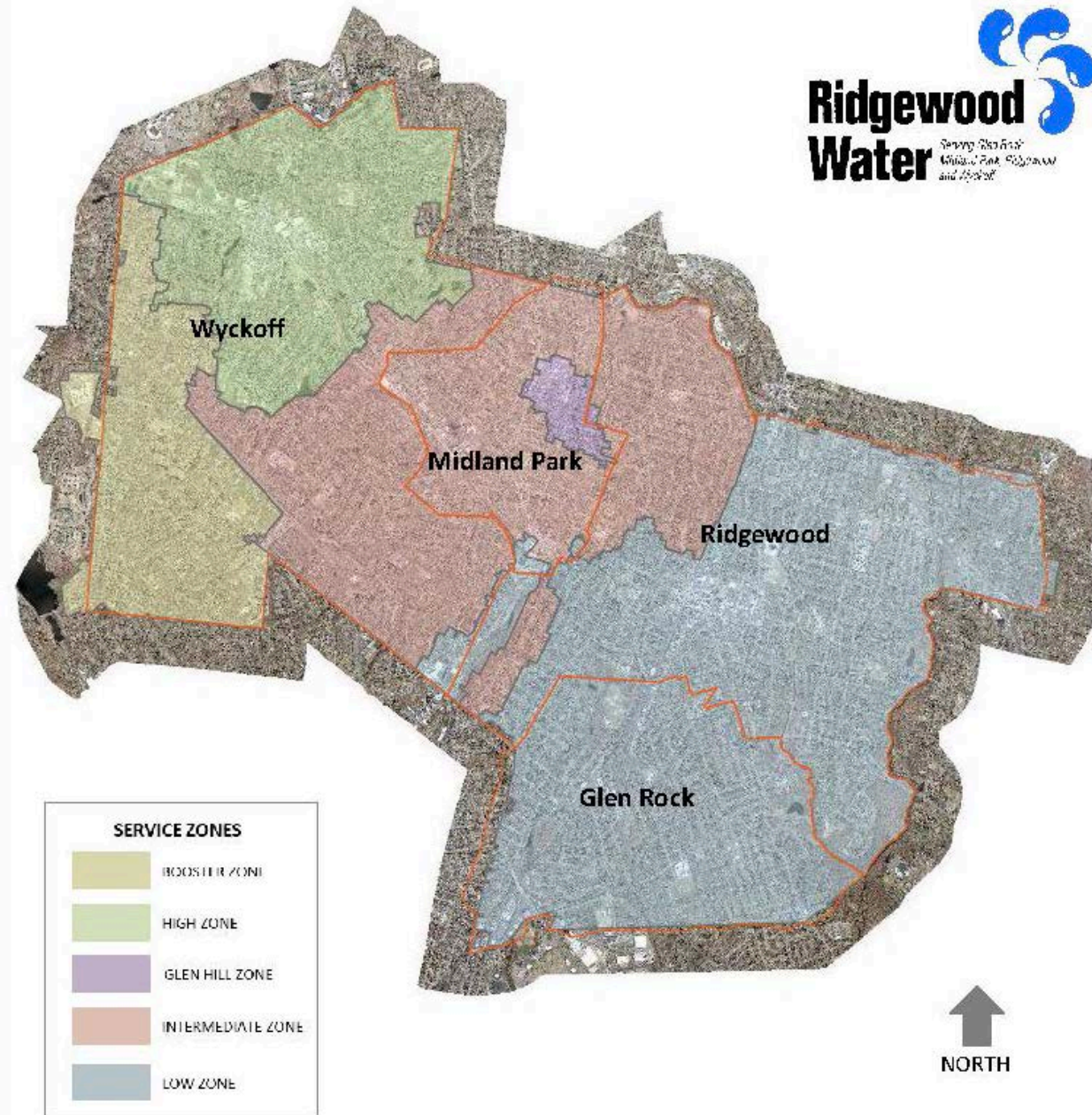
Presented by Yolanda McCollom, PE

January 28, 2025

ABOUT RIDGEWOOD WATER

- Total Population Served: 62,287
- Total Number of Service Connections: 20,950
- Total Number of Wells: 52
- Total Number of Points of Entry: 31*
- Supplemental Water Sources: *Passaic Valley Water Commission (PVWC), Borough of Hawthorne, Veolia Water*
- Municipalities Served:
 - Borough of Glen Rock
 - Borough of Midland Park
 - Village of Ridgewood
 - Township of Wyckoff

* 31 POE being consolidated to 12 Treatment Facilities for PFAS filtration, Chlorine disinfection and Polyphosphate/orthophosphate blend (ESC 532) corrosion control additive



SERVICE AREA MAP

Ridgewood Water: Actively identifying and replacing M-C LSLs since 2018

Service Line Look-up (Click on a service line after your search) 160 Woodside Ave, Ridgewood, NJ, X Q

Legend

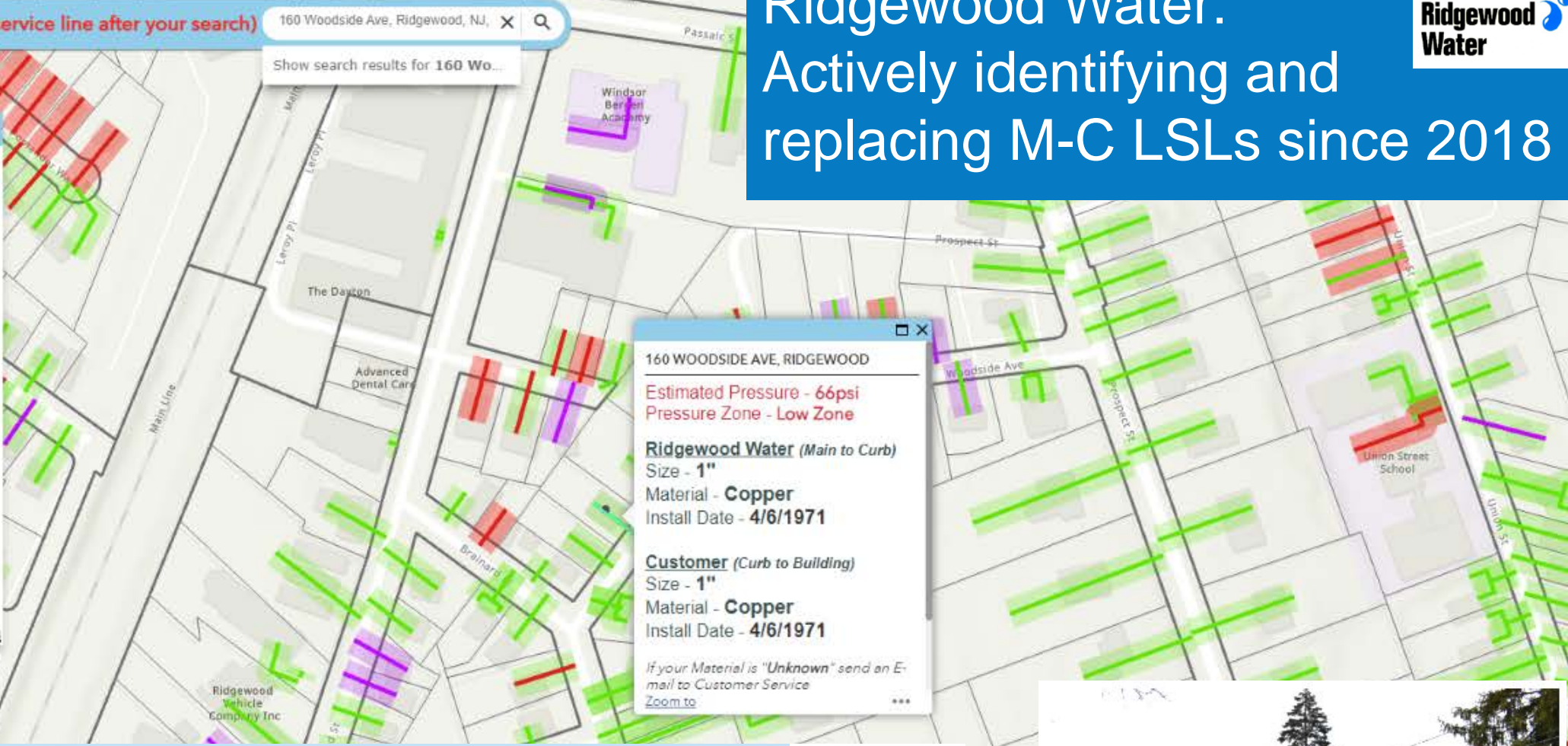
Service Line Lookup Map

Customer Portion (Curb to Building)

- CONTAINS LEAD
- DOES NOT CONTAIN LEAD
- NEEDS FURTHER INVESTIGATION

Ridgewood Water Portion (Main to Curb)

- CONTAINS LEAD
- DOES NOT CONTAIN LEAD
- NEEDS FURTHER INVESTIGATION



- Hydro-excavator Truck purchased 2018 (\$500K)
- GIS database developed for LSL Inventory
- Service Line material Look-up Tool launched April 2021



Service Line Material Status and Categorization

For support or to suggest an improvement, contact the Office of Information Services.

Filter by Municipality
 GLEN ROCK, MIDLAN... 4



Ridgewood Water

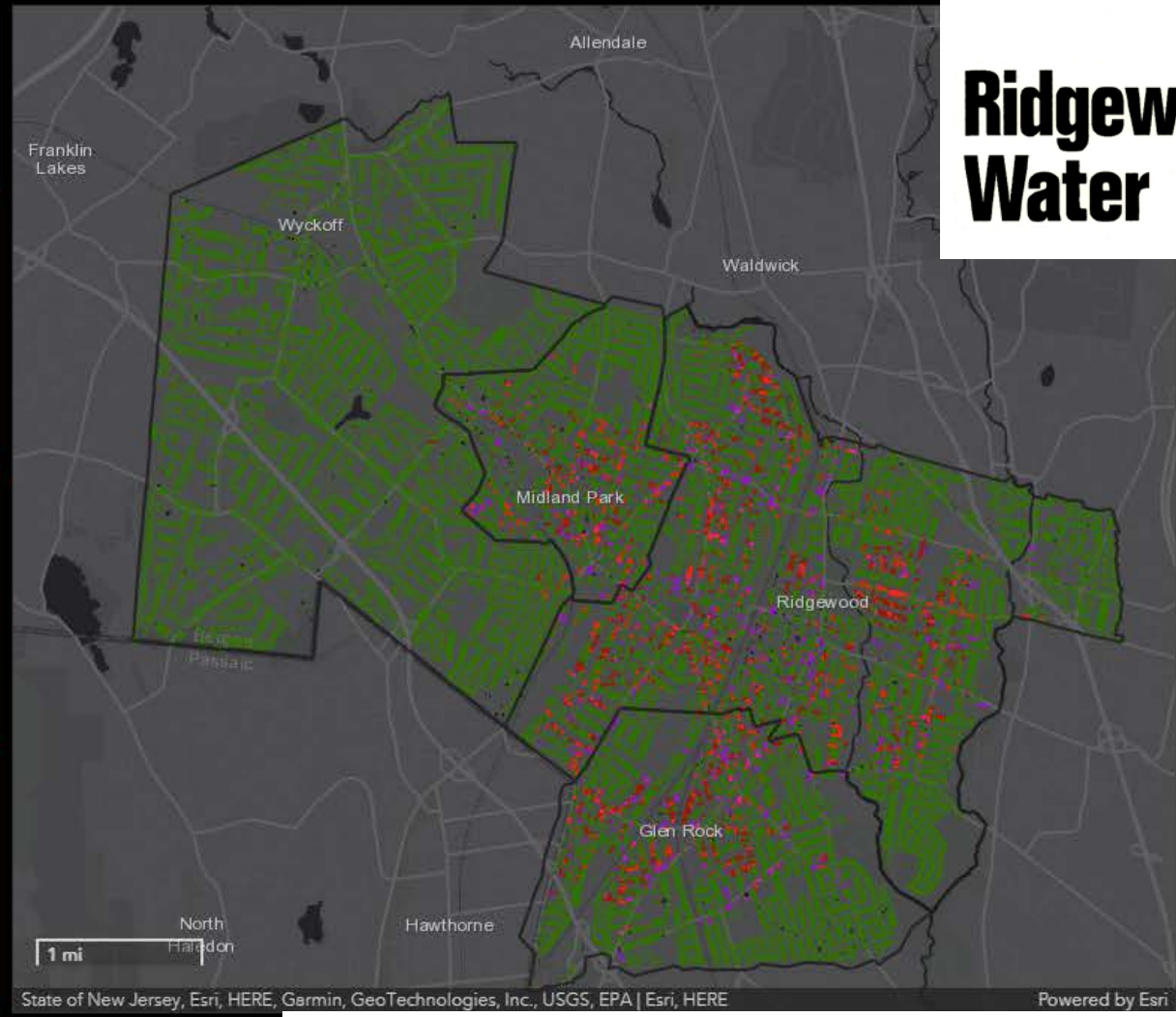
Lead-Free 86.6% Service Lines	Main-to-Curb Non-Lead	Main-to-Curb Unknown	Main-to-Curb Lead
--	---------------------------------	--------------------------------	-----------------------------

Curb-to-Building Non-Lead	Type 1 17,580 Non-Lead M-B	Type 2 350 Unk. M-C, Non-Lead C-B	Type 3 225 Lead M-C, Non-Lead C-B
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Curb-to-Building Unknown	Type 4 86 Unk. C-B, Non-Lead M-C	Type 5 316 Unk. M-B	Type 6 15 Unk. C-B, Lead M-C
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Curb-to-Building Lead	Type 7 737 Lead C-B, Non-Lead M-C	Type 8 76 Unk. M-C, Lead C-B	Type 9 922 Lead M-B
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Service Lines with 95.8% Known Materials	Total Lines with 843 Any Unknown Part	Total Lines with 1,976 Any Lead Part	Total Count of 20,880 Service Lines	Lines Exempt 570 From Program
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State of New Jersey, Esri, HERE, Garmin, GeoTechnologies, Inc., USGS, EPA | Esri, HERE Powered by Esri

LEAD SERVICE LINE DASHBOARD SERVICE AREA TOTALS



**Ridgewood
 Water**

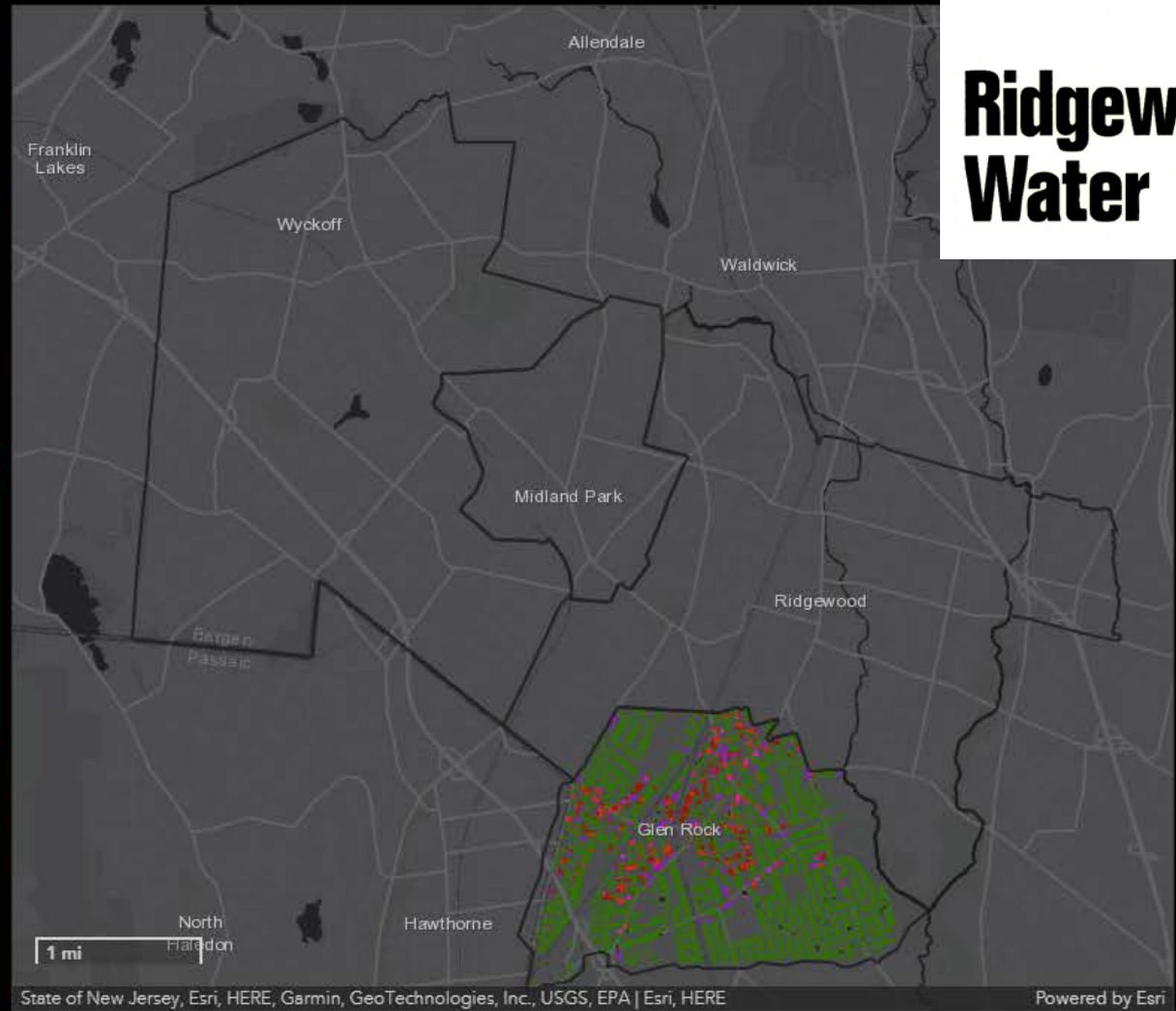
Lead-Free 83% Service Lines	Main-to-Curb Non-Lead	Main-to-Curb Unknown	Main-to-Curb Lead
--	---------------------------------	--------------------------------	-----------------------------

Curb-to-Building Non-Lead	Type 1 3,407 Non-Lead M-B	Type 2 132 Unk. M-C, Non-Lead C-B	Type 3 43 Lead M-C, Non-Lead C-B
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Curb-to-Building Unknown	Type 4 16 Unk. C-B, Non-Lead M-C	Type 5 90 Unk. M-B	Type 6 2 Unk. C-B, Lead M-C
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Curb-to-Building Lead	Type 7 134 Lead C-B, Non-Lead M-C	Type 8 33 Unk. M-C, Lead C-B	Type 9 249 Lead M-B
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Service Lines with 93.4% Known Materials	Total Lines with 273 Any Unknown Part	Total Lines with 458 Any Lead Part	Total Count of 4,196 Service Lines	Lines Exempt 90 From Program
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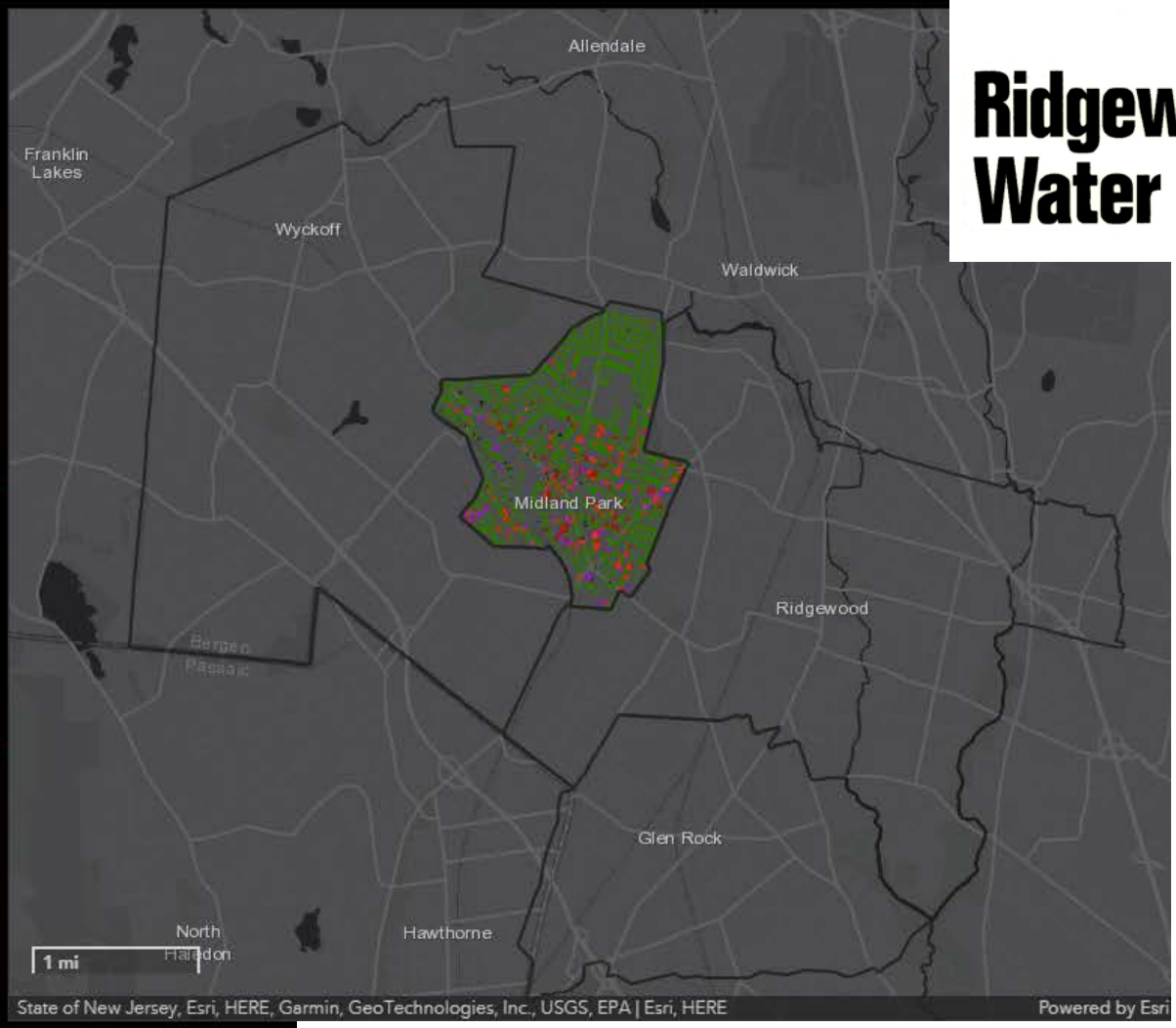


LEAD SERVICE LINE DASHBOARD
GLEN ROCK
 POPULATION 12,100



**Ridgewood
 Water**

Lead-Free 82.4% Service Lines	Main-to-Curb Non-Lead	Main-to-Curb Unknown	Main-to-Curb Lead
Curb-to-Building Non-Lead	Type 1 2,048 Non-Lead M-B	Type 2 56 Unk. M-C, Non-Lead C-B	Type 3 20 Lead M-C, Non-Lead C-B
Curb-to-Building Unknown	Type 4 29 Unk. C-B, Non-Lead M-C	Type 5 39 Unk. M-B	Type 6 2 Unk. C-B, Lead M-C
Curb-to-Building Lead	Type 7 166 Lead C-B, Non-Lead M-C	Type 8 10 Unk. M-C, Lead C-B	Type 9 115 Lead M-B



Service Lines with 94.5% Known Materials	Total Lines with 136 Any Unknown Part	Total Lines with 319 Any Lead Part	Total Count of 2,592 Service Lines	Lines Exempt 107 From Program
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LEAD SERVICE LINE DASHBOARD
MIDLAND PARK
 POPULATION 7,014



**Ridgewood
 Water**

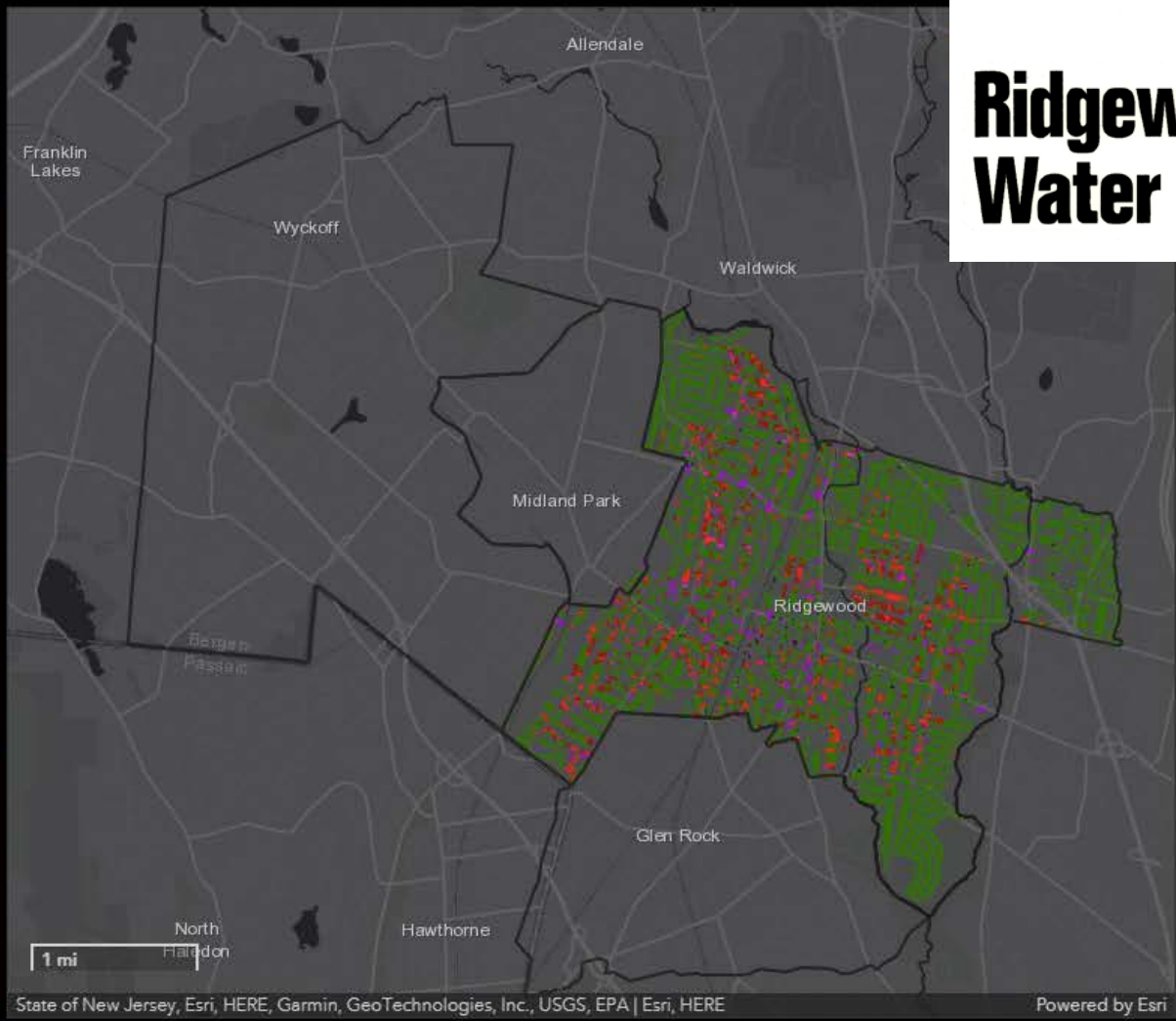
Lead-Free 80.5% Service Lines	Main-to-Curb Non-Lead	Main-to-Curb Unknown	Main-to-Curb Lead
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Curb-to-Building Non-Lead	Type 1 6,484 Non-Lead M-B	Type 2 162 Unk. M-C, Non-Lead C-B	Type 3 161 Lead M-C, Non-Lead C-B
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Curb-to-Building Unknown	Type 4 41 Unk. C-B, Non-Lead M-C	Type 5 187 Unk. M-B	Type 6 11 Unk. C-B, Lead M-C
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Curb-to-Building Lead	Type 7 426 Lead C-B, Non-Lead M-C	Type 8 33 Unk. M-C, Lead C-B	Type 9 551 Lead M-B
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Service Lines with 94.6% Known Materials	Total Lines with 434 Any Unknown Part	Total Lines with 1,180 Any Lead Part	Total Count of 8,289 Service Lines	Lines Exempt 233 From Program
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**LEAD SERVICE LINE DASHBOARD
 RIDGEWOOD
 POPULATION 25,979**



**Ridgewood
 Water**

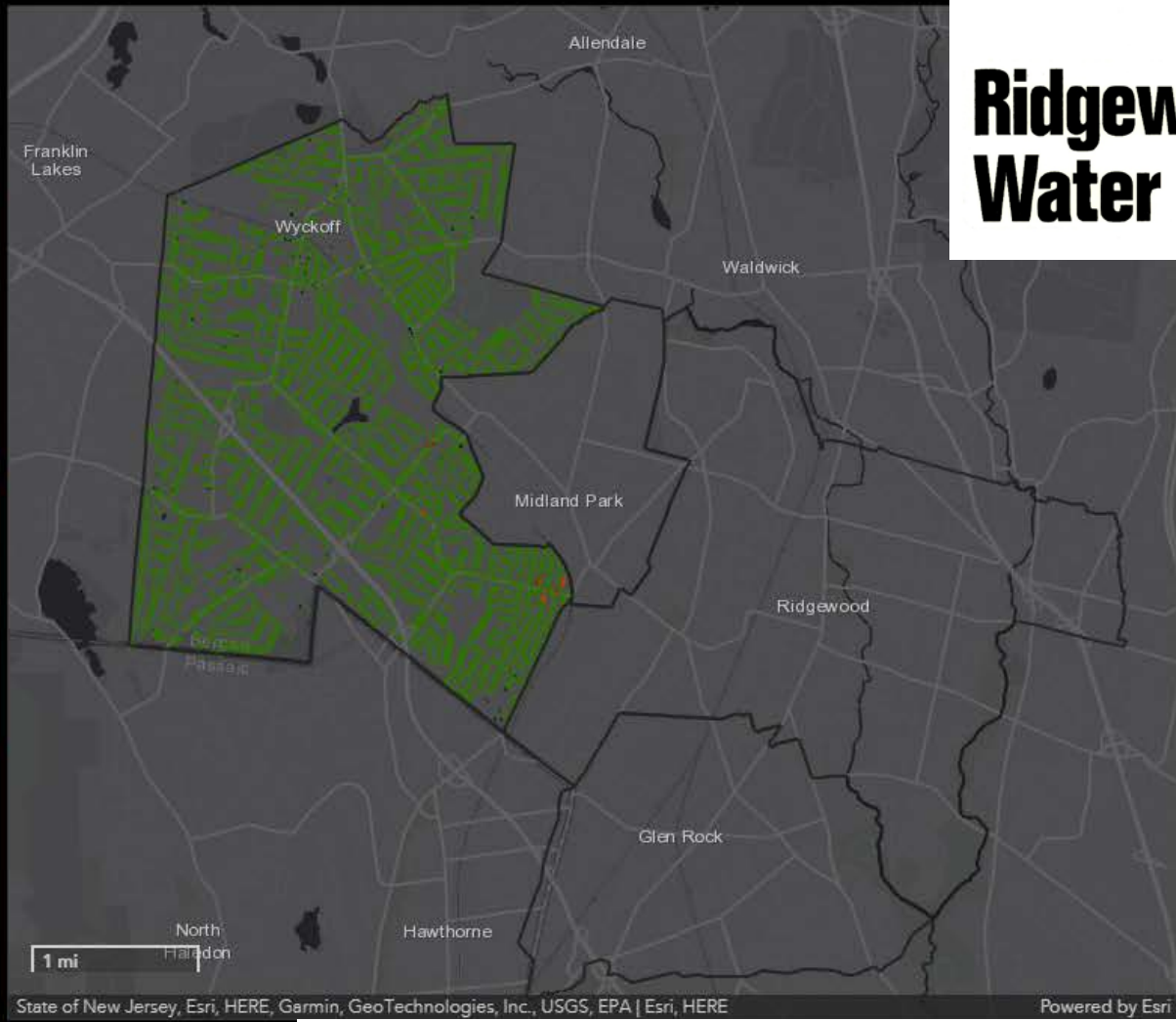
Lead-Free 99.6% Service Lines	Main-to-Curb Non-Lead	Main-to-Curb Unknown	Main-to-Curb Lead
--	---------------------------------	--------------------------------	-----------------------------

Curb-to-Building Non-Lead	Type 1 5,641 Non-Lead M-B	Type 2 0 Unk. M-C, Non-Lead C-B	Type 3 1 Lead M-C, Non-Lead C-B
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Curb-to-Building Unknown	Type 4 0 Unk. C-B, Non-Lead M-C	Type 5 0 Unk. M-B	Type 6 0 Unk. C-B, Lead M-C
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Curb-to-Building Lead	Type 7 11 Lead C-B, Non-Lead M-C	Type 8 0 Unk. M-C, Lead C-B	Type 9 7 Lead M-B
---------------------------------	--	---	---------------------------------------

Service Lines with 100% Known Materials	Total Lines with 0 Any Unknown Part	Total Lines with 19 Any Lead Part	Total Count of 5,803 Service Lines	Lines Exempt 140 From Program
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LEAD SERVICE LINE DASHBOARD
WYCKOFF
 POPULATION 16,802

WHY IMPLEMENT A VOLUNTARY LSL REPLACEMENT PROGRAM?

1. **NO MANDATE:** LCR Allows for property owners to Opt-out of replacing their private-side LSLs
2. **LACK OF FUNDING:** Many municipalities, including those that Ridgewood Water serves, do not qualify for needs based funding, so funding LSL replacements is solely the responsibility of the water utilities/municipalities/property owners.
3. **LOCAL POLITICS:** Town leaders – mayors, councilmembers, managers, administrators, and public works directors may not agree with absorbing the cost of customer-side LSL replacements through water rate hikes.
4. **LOW HEALTH RISK:** Many water utilities already have successful corrosion control treatment programs in place, perform regular testing, and do not have lead levels above the MCL.
5. **UNEVEN DISTRIBUTION** of affected customers.



Ridgewood Water
chose Voluntary
LSLRP for all of
these reasons,
especially #5

LSLR PROGRAM OVERVIEW AND GOALS

2021-2023

Strategy Sessions: 4-Town Round Table discussions with town managers and elected officials to achieve broad consensus for LSLRP Funding approach

2023

Ordinance Adoption: Presentation and adoption of LSLR Ordinances and Shared Service Agreements in each municipality to allow RW to replace customer-side LSL and create funding and financing mechanisms for municipalities and customers

2023-2024

Public Outreach and Opt-in/Opt-out Period: Notification to property owners of Ordinance and how to Sign up through mailings, emails, website, social media outreach. 6/2024-12/2024

2024-2025

LSLR Contract Year 1 Plans/Specs and Bid Advertisement: Includes IBank review processes and procedures with goal to procure first contract in early 2025

2025-2026

LSLR Contract Year 1 Construction: Replacement of 500 LSLs, including some utility side only (Main to Curb) to reach goal

2026-2029

LSLR Contract Years 2, 3, and 4: Repeat construction project annually until maximum customer participation achieved, pending changes in legislation

CHOOSE ONE OPTION BELOW

OPTION 1A: YES, I, the undersigned, an owner of the Property, elect to participate in the Lead Service Line Replacement Program, provide Ridgewood Water and its Contractor with a right of entry to my Property to complete the Lead Service Line Replacement as described herein, and expressly and unconditionally consent to the imposition of a special assessment on my Property in the amount set forth herein pursuant to the terms and conditions of the Ordinance.

OPTION 1B: YES, I, the undersigned, an owner of the Property, elect to participate in the Lead Service Line Replacement Program, provide Ridgewood Water and its Contractor with a right of entry to my Property to complete the Lead Service Line Replacement as described herein, and expressly and unconditionally agree to pay Ridgewood Water an amount equal to the cost of the Lead Service Line Replacement within 14 days of receipt of an invoice for such Work. I further expressly and unconditionally agree that failure to timely pay such invoice shall automatically enroll me in **Option 1A** and that my Property will be subject to the special assessment on the terms and conditions described herein and in the Ordinance.

OPTION 2: YES, I, the undersigned, am planning to replace my lead or galvanized service line using my own contractor, I agree to comply with Ridgewood Water's rules and regulations governing private replacement of lead or galvanized service lines, and I agree to contact Ridgewood Water Customer Service prior to scheduling the replacement to coordinate the disconnect/connect process with Ridgewood Water.

Ridgewood Water requires the Property Owner to sign, complete and return to the Municipality, a "Property" agreement (this "Agreement"), containing the following terms and conditions:

- Option 1A** - You agree to pay the special assessment on my Property in the amount set forth herein pursuant to the terms and conditions of the Ordinance.
- Option 1B** - You agree to pay the cost of the Lead Service Line Replacement within 14 days of receipt of an invoice for such Work.
- Option 2** - You agree to comply with Ridgewood Water's rules and regulations governing private replacement of lead or galvanized service lines, and you agree to contact Ridgewood Water Customer Service prior to scheduling the replacement to coordinate the disconnect/connect process with Ridgewood Water.
- Option 3** - You agree to the terms and conditions of the Ordinance.

Only a Property owner can sign this Agreement.

Property by the Municipality, shall result in a municipal interest due to the entry in an ordinance adopted prior to final adoption.

- Under **Option 1B**, the amount set forth herein shall be subject to all terms, conditions, and provisions of the Ordinance, and shall be automatically subject to the terms and conditions of the Ordinance.

For more information on the Lead Service Line Replacement Program, please visit <https://leadreplacement.ridgewoodnj.net>.

OPT-IN AND CONSENT TO REPLACEMENT: I, the undersigned, as the owner of the Property, hereby consent to the replacement of the Lead Service Line on my Property as described herein, and I agree to the terms and conditions of the Ordinance.

By selecting **Option 1A** or **Option 1B**, I agree to the imposition of a special assessment on my Property in the amount set forth herein pursuant to the terms and conditions of the Ordinance. I further agree to pay the amount of the special assessment on my Property within 14 days of receipt of an invoice for such Work. I further expressly and unconditionally agree that failure to timely pay such invoice shall automatically enroll me in **Option 1A** and that my Property will be subject to the special assessment on the terms and conditions described herein and in the Ordinance.

By selecting **Option 2**, I agree to the terms and conditions of the Ordinance, and I agree to contact Ridgewood Water Customer Service prior to scheduling the replacement to coordinate the disconnect/connect process with Ridgewood Water.

By selecting **Option 3**, I agree to the terms and conditions of the Ordinance, and I agree to the terms and conditions of the Ordinance.

Contractor. Upon receipt of the invoice for such Work, the Contractor shall complete the replacement of the Lead Service Line on my Property within 14 days of receipt of the invoice for such Work. Failure to complete the replacement of the Lead Service Line on my Property within 14 days of receipt of the invoice for such Work shall be subject to the terms and conditions of the Ordinance.

By selecting **Option 1A** or **Option 1B**, I agree to the imposition of a special assessment on my Property in the amount set forth herein pursuant to the terms and conditions of the Ordinance. I further agree to pay the amount of the special assessment on my Property within 14 days of receipt of an invoice for such Work. I further expressly and unconditionally agree that failure to timely pay such invoice shall automatically enroll me in **Option 1A** and that my Property will be subject to the special assessment on the terms and conditions described herein and in the Ordinance.

By selecting **Option 2**, I agree to the terms and conditions of the Ordinance, and I agree to contact Ridgewood Water Customer Service prior to scheduling the replacement to coordinate the disconnect/connect process with Ridgewood Water.

PRESENCE DURING REPLACEMENT: I agree to be present on my Property during the replacement of the Lead Service Line on my Property as described herein, and I agree to the terms and conditions of the Ordinance.

OPTION 1A: YES, I, the undersigned, an owner of the Property, elect to participate in the Lead Service Line Replacement Program, provide Ridgewood Water and its Contractor with a right of entry to my Property to complete the Lead Service Line Replacement as described herein, and expressly and unconditionally consent to the imposition of a special assessment on my Property in the amount set forth herein pursuant to the terms and conditions of the Ordinance.

OPTION 1B: YES, I, the undersigned, an owner of the Property, elect to participate in the Lead Service Line Replacement Program, provide Ridgewood Water and its Contractor with a right of entry to my Property to complete the Lead Service Line Replacement as described herein, and expressly and unconditionally agree to pay Ridgewood Water an amount equal to the cost of the Lead Service Line Replacement within 14 days of receipt of an invoice for such Work. I further expressly and unconditionally agree that failure to timely pay such invoice shall automatically enroll me in **Option 1A** and that my Property will be subject to the special assessment on the terms and conditions described herein and in the Ordinance.

OPTION 2: YES, I, the undersigned, am planning to replace my lead or galvanized service line using my own contractor, I agree to comply with Ridgewood Water's rules and regulations governing private replacement of lead or galvanized service lines, and I agree to contact Ridgewood Water Customer Service prior to scheduling the replacement to coordinate the disconnect/connect process with Ridgewood Water.

OPTION 3: NO, I do NOT want my Lead Service Line replaced as part of the Lead Service Line Replacement Program. I understand the risks of exposure to lead through drinking water and would like to opt-out of such Program. I acknowledge that Ridgewood Water will not replace the utility-owned side of the Lead Service Line, if applicable, since replacing only a portion of a Lead Service Line has been shown to temporarily increase lead levels in drinking water.

If you have a lead or galvanized service line but **do not** want your service line replaced, please complete the below to Opt-Out of the Lead Service Line Replacement Program.

OPTION 3: NO, I do NOT want my Lead Service Line replaced as part of the Lead Service Line Replacement Program. I understand the risks of exposure to lead through drinking water and would like to **opt-out** of such Program. I acknowledge that Ridgewood Water will not replace the utility-owned side of the Lead Service Line, if applicable, since replacing only a portion of a Lead Service Line has been shown to temporarily increase lead levels in drinking water.

Name (Property Owner): _____

Property Address (Street Number & Street Name): _____

Signature _____ Date _____

Your feedback is important to us! If you chose **OPTION 3**, please check the reason for choosing not to participate in Ridgewood Water's Lead Service Line Replacement Program:

- I am not concerned about lead in drinking water.
- I prefer to wait until replacement is mandatory.
- Other – please explain:

ONCE COMPLETED, RETURN A COPY BY EMAIL OR MAIL TO:

Scan and e-mail (preferred): cswater@ridgewoodnj.net

U.S. Mail:

If you have a lead or galvanized service line but **do not** want your service line replaced, please complete the below to Opt-Out of the Lead Service Line Replacement Program.

OPTION 3: NO, I do NOT want my Lead Service Line replaced as part of the Lead Service Line Replacement Program. I understand the risks of exposure to lead through drinking water and would like to **opt-out** of such Program. I acknowledge that Ridgewood Water will not replace the utility-owned side of the Lead Service Line, if applicable, since replacing only a portion of a Lead Service Line has been shown to temporarily increase lead levels in drinking water.

Name (Property Owner): _____

Property Address (Street Number & Street Name): _____

Signature _____ Date _____

Your feedback is important to us! If you chose **OPTION 3**, please check the reason for choosing not to participate in Ridgewood Water's Lead Service Line Replacement Program:

- I am not concerned about lead in drinking water.
- I prefer to wait until replacement is mandatory.
- Other – please explain:

PUBLIC OUTREACH AND COMMUNICATION

Who is our Audience?

Residents with LSL/Unknowns (approx. 2,300)
General Public

How is the information shared?

2024 LSLRP Info Flyer
Annual NJDEP required notifications
Actual Cost information (2025)
Reminders, Updates, Q&A

US
MAIL

EMAIL
PHONE CALLS
WEBSITE
SOCIAL MEDIA

Residents' Key Concerns:

TOP 3: COST, COST, COST
SCHEDULE
RESTORATION / TRENCH VS TRENCHLESS
HEALTH



Important Information About Our Lead Service Line Replacement Program

WHY?

Ridgewood Water's Lead Service Line (LSL) Replacement Program is part of New Jersey's legislative mandate to find and remove all lead and galvanized service lines by 2031. The program allows property owners to "opt-in" for Ridgewood Water to replace their LSL.

WHO?

You are receiving this information because our records indicate that your service line is either lead/galvanized or of unknown material. Property owners with lead or galvanized service lines are eligible to participate in this *voluntary* replacement program.

WHAT?

While there is *no obligation* to participate, we ask you to please fill out and submit the Opt-In/Opt-Out Form (available June 1) so that we can properly plan for the replacements. There are several options for completing the form:

1. Scan the QR code below or visit <https://leadreplacement.ridgewoodnj.net/>.
2. Request and submit the form via email at cswater@ridgewoodnj.net.
3. Submit the enclosed paper form to: Ridgewood Water, 111 North Maple Avenue, Ridgewood, NJ 07450.

WHEN?

If you opt-in to Ridgewood Water's program, work will begin in spring 2025 and continue over several years. If you hire your own contractor, they must contact our customer service team at cswater@ridgewoodnj.net or 201-670-5520 to coordinate the replacement.

HOW MUCH?

Early cost estimates range from \$4,000 to \$8,000 up front, or \$7,000 to \$11,000 financed over 30 years (\$200 to \$400 per year). Actual costs will be published once the project is publicly bid and awarded, and you can still decide to opt-in or opt-out at that time.



SCAN THE QR CODE TO OPT-IN/OPT-OUT

TRACKING CUSTOMER RESPONSES

RW Opt-in Opt-out Survey Form

Survey123 = 367
OPT-IN Forms = 202
*Total Responses = 569
Property Owners Contacted = 2,300
Response Rate = 25%

Survey form for Ridgewood Water LSL Opt-in / Opt-out form

Owner: susinobm_CDMSmith, created: May 21, 2024, updated: May 24, 2024

***Does not include most customers who chose Option 2**



Total records



Total participants



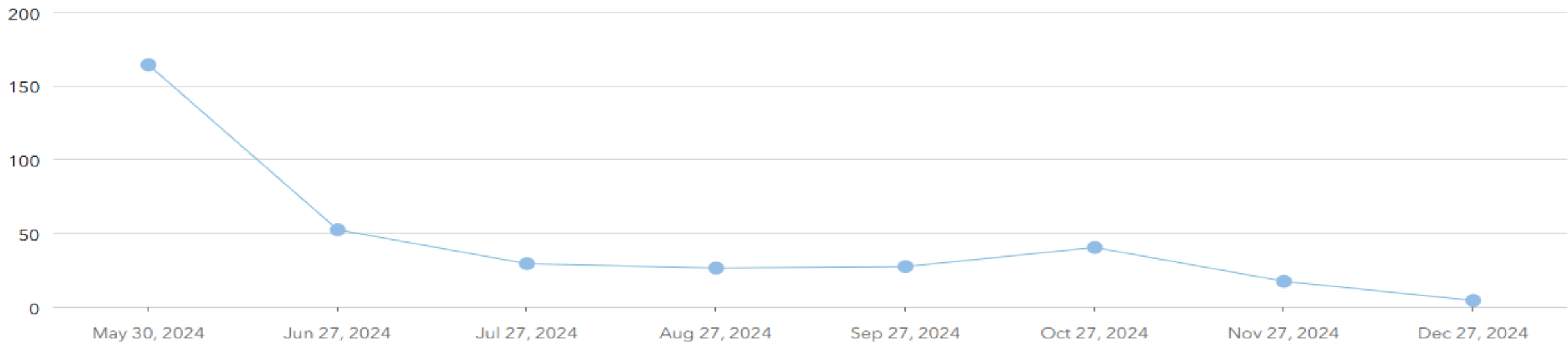
First submitted on



Last submitted on ⓘ

Surveys count: 367 (total: 367)

📅 5/30/24 - 1/27/25



LSLRP TRACKING



X ✓ f_x

C	D	E	F	H	I	J	K	L	M	P	S	U	V	W
MAIN TO CURB	CURB TO BLDG	STREET	ADDRESS	CITY	PROPERTY OWNER / CUSTOMER	PROPERTY OWNER	PROPERTY OWNER	OTHER	OPT-IN/OPT-OUT	RIDGWOOD WATER NOTES	JOB TYPE/DESCRIPTION	(SHORT SIDE / LONG SIDE)	M-C Replace DATE	C-B Replace DATE
MATERIAL	MATERIAL					PHONE NUMBER	EMAIL ADDRESS	GROUPING	CHOICE					
galvanized	galvanized	147	JOHN ST	RIDGEWOOD	BRUCE BOLDUC			OPT-IN FORM	OPTION 1A	emailed receipt	LSLRP CONTRACT 01			
galvanized	galvanized	152	JOHN ST	RIDGEWOOD	JANMADU & WEI CAI				NO RESPONSE YET					
galvanized	galvanized	153	JOHN ST	RIDGEWOOD	MICHAEL & CAITLIN DICARE			SURVEY 123	OPTION 1B	was previously logged as 152 John S	LSLRP CONTRACT 01			
unknown	copper	168	KEMAH RD	RIDGEWOOD	N/A (UTILITY SIDE)				N/A UTILITY SIDE ONLY					
lead lined	tube-loy	187	KEMAH RD	RIDGEWOOD	DANIEL & ELIZABETH MAHER	610-807-6868		OPT-IN FORM	OPTION 1A	06/18/2024 sent email receipt	LSLRP CONTRACT 01			
copper	lead lined	203	KEMAH RD	RIDGEWOOD	FRANCIS AND JANE LEDDY	908-218-8208		OPT-IN FORM	OPTION 1A	emailed receipt	LSLRP CONTRACT 01			
copper	galvanized	208	KEMAH RD	RIDGEWOOD	ROBERT & KATHLEEN IONNONE				NO RESPONSE YET					
copper	copper	128	KENILWORTH RD	RIDGEWOOD	THOMAS ALFARADO	(908) 282-3820		RW M-C / DUTRA	OPTION 2	plumbing permit records; per RW sc	LSL REPLACEMENT	SHORT	4/29/2024	4/18/2024
galvanized	copper	208	KENILWORTH RD	RIDGEWOOD	N/A (UTILITY SIDE)			RW M-C	N/A UTILITY SIDE ONLY		LSL REPLACEMENT	SHORT	tbd	N/A
galvanized	galvanized	219	KENILWORTH RD	RIDGEWOOD	RICHARD ENGEL	907-693-0967		FOLLOW UP	COPPER	7/9/2024, talked to Richard and he said he was emailing documentation that his line is copper at the meter				
copper	galvanized	223	KENILWORTH RD	RIDGEWOOD	THOMAS MACI			SURVEY 123	OPTION 1A		LSLRP CONTRACT 01			
galvanized	galvanized	226	KENILWORTH RD	RIDGEWOOD	WINN & SILVANA PENAVA GU		WINN71@GMAIL.COM		NO RESPONSE YET					
galvanized	galvanized	227	KENILWORTH RD	RIDGEWOOD	THOMAS & CATHY ZURLA	201-652-9227		OPT-IN FORM	OPTION 1B	12/1/2024 submitted form and I em	LSLRP CONTRACT 01			
galvanized	galvanized	248	KENILWORTH RD	RIDGEWOOD	MARC & JENNIFER PAVIERI	(301) 658-5837	jenniferpavieri@gmail.com		NO RESPONSE YET					
galvanized	galvanized	270	KENILWORTH RD	RIDGEWOOD	JUDITH STAMPER & GENEVIEVE S				NO RESPONSE YET					
galvanized	copper	314	KENILWORTH RD	RIDGEWOOD	N/A (UTILITY SIDE)			RW M-C	N/A UTILITY SIDE ONLY		LSL REPLACEMENT	SHORT	tbd	N/A
unknown	copper	330	KENILWORTH RD	RIDGEWOOD	N/A (UTILITY SIDE)				N/A UTILITY SIDE ONLY					
unknown	copper	336	KENILWORTH RD	RIDGEWOOD	N/A (UTILITY SIDE)				N/A UTILITY SIDE ONLY					
unknown	copper	395	KNOLLWOOD RD	RIDGEWOOD	N/A (UTILITY SIDE)				N/A UTILITY SIDE ONLY					
galvanized	copper	450	KNOLLWOOD RD	RIDGEWOOD	N/A (UTILITY SIDE)			RW M-C	N/A UTILITY SIDE ONLY		LSL REPLACEMENT	SHORT	tbd	N/A
copper	galvanized	455	KNOLLWOOD RD	RIDGEWOOD	MARON & PAMELA LPELES			SURVEY 123	OPTION 1A	previously logged as 450 in error	LSLRP CONTRACT 01			
copper	copper	460	KNOLLWOOD RD	RIDGEWOOD	HEATHER MAILANDER	(908) 282-3820		DUTRA M-B	OPTION 2		LSL REPLACEMENT	SHORT	10/22/2024	10/22/2024
copper	lead lined	505	KNOLLWOOD RD	RIDGEWOOD	AMIT ALANKAR	(908) 819-3842			NO RESPONSE YET					
copper	galvanized	115	LAKE AVE	RIDGEWOOD	RODY & DANIELLE SEGUIN	(907) 671-6814			NO RESPONSE YET					
copper	copper	116	LAKE AVE	RIDGEWOOD	ROBERTO & MELISSA AJERO			FOLLOW UP	COPPER	Removed from mailing list, let them know it's copper!				
galvanized	galvanized	120	LAKE AVE	RIDGEWOOD	CHITRA & NITIN KATHAR	(931) 280-3863			NO RESPONSE YET					
galvanized	galvanized	123	LAKE AVE	RIDGEWOOD	RONNA & JAMES ZIEIRA-GOME	(973) 934-2935			NO RESPONSE YET					
galvanized	copper	129	LAKE AVE	RIDGEWOOD	N/A (UTILITY SIDE)			RW M-C	N/A UTILITY SIDE ONLY		LSL REPLACEMENT	LONG	tbd	N/A
unknown	copper	135	LAKE AVE	RIDGEWOOD	N/A (UTILITY SIDE)				N/A UTILITY SIDE ONLY					
copper	lead lined	218	LAKEVIEW DR	RIDGEWOOD	DAN SHORWAY	(908) 444-1494			NO RESPONSE YET					
copper	galvanized	230	LAKEVIEW DR	RIDGEWOOD	MIKEN BROOK REALTY CO LLC	201-705-5333		RESPONDED	UNDECIDED	09/09/2024 sent Louis follow up email; 08/16/2024 Louis sent Heather Mailander email asking if they need				
copper	copper	235	LAKEVIEW DR	RIDGEWOOD	DELLA RICA C-B				OPTION 2		LSL REPLACEMENT	N/A	N/A	7/18/2024

MONTHLY PROGRESS REPORT

JANUARY 2025

Ridgewood Water to replace customer LSL	Private Contractor to replace customer LSL	No replacement planned
---	--	------------------------

UTILITY SIDE			CUSTOMER SIDE			# OPT-IN/OPT-OUT			
LSL 12/2024	UNK 12/2024	REPLACED SINCE 1/2024	LSL 12/2024	UNK 12/2024	REPLACED SINCE 1/2024	OPTION 1	OPTION 2	OPTION 3	
1,162	742	281*	1,735	417	200**	447	168	48	TOTAL
294	255	86	416	108	83	102	74	12	Glen Rock
137	105	37	291	70	25	64	26	8	Midland Park
723	382	155	1,010	239	91	274	68	27	Ridgewood
8	0	3	18	0	1	7	0	1	Wyckoff



*Ridgewood Water has replaced over 800 M-C LSLs since 2018

Total Engagement to date:
 $(200-86^{**})+447+168+48=777$
 Out of approx. 2,300 customers notified=34%

CODE

KEY OUTCOMES AND LESSONS LEARNED - SUMMARY

- 1 Unanticipated surge in Customer-initiated service line replacements
- 2 LSL Inventory Challenges
- 3 Galvanized tails and other Unexpected findings
- 4 Logistics and Project Planning Issues with voluntary replacements
- 5 Customer Communication Issues
- 6 Big Ticket Items that can Blow Up a Budget
- 7 Strategies to Increase Participation

KEY OUTCOMES AND LESSONS LEARNED

1

Unanticipated surge in Customer-initiated service line replacements

- **Began as soon as LSL/Unkown property address list published**
- **~170 customers choosing Option 2 during Opt-in Period**
- **Ridgewood Water crews over-extended**
- **45-day list available but not ideal – requires two separate shut-offs and interim mixed material period, filter protocol, etc.**
- **Need for outside contractor support and immediate funding**

KEY OUTCOMES AND LESSONS LEARNED

2 LSL Inventory Challenges

- **Property records, plumbing records dating back to 1920's**
- **Vacuum Excavator used to do physical inspection at curb box, not always available/functioning, some curb valve in tree roots**
- **Contractors replacing service lines without reporting to Ridgewood Water**
- **In some cases, need to verify material prior to replacement, some "known" LSLs found to be Copper**
- **Customers with Unknown material service lines not knowing whether to sign up or not**

KEY OUTCOMES AND LESSONS LEARNED

3

Galvanized “tails” and other Unexpected findings

- **Historical cases of utility allowing property owners’ plumbing contractors to repair/replace a portion of the lead/galvanized service line.**
- **If the portion of the LSL remaining is 24” or less, RW considers it a galvanized “tail” and we will replace at our own expense while replacing the utility side (Main to Curb).**
- **Many customers report having a Copper service line, but only the portion through the wall in the basement is copper, and the rest is still a LSL.**
- **In one contentious case, a plumbing contractor found copper existing and still replaced it (see next slide).**

PSA RESPONSE TO COPPER => COPPER REPLACEMENT

*When homeowner would not
have otherwise replaced
service line!*

- Some contractors are sending out advertisements claiming that replacing your service line is mandatory. It is not. IT IS VOLUNTARY.
- If you received a letter stating that RW's records indicate that your property has been identified as having a Lead Service Line or is of Unknown Material, we advise you to confirm the material of your service line prior to contracting with a private contractor. Most reputable contractors can verify the material with an interior inspection at no cost to you.
- If you and/or your contractor determines that the material of your service line is *different* than what is shown in our inventory [Service Line Look-up \(ridgewoodnj.net\)](http://ridgewoodnj.net) please let us know and we will update our database. There may not be a need for replacement and the cost for same if your service line is acceptable (copper).
- If your plumbing contractor finds that you already have a copper service line, they should not replace it without your approval. Lead and galvanized service lines should be replaced according to the New Jersey legislation (N.J.S.A. 58:12A-40 et seq.).
- LSL Replacements can typically be accomplished using trenchless construction, which limits the amount of disturbance to your property's surroundings. When choosing a plumbing contractor, you may want to find out if they have this capability. See video: [MiniPix US V53 16x9 VO1 \(youtube.com\)](https://www.youtube.com/watch?v=V5316x9VO1)
- If you do not want to use your own plumbing contractor, you will be able to opt-in to the Ridgewood Water LSLR Program beginning in June. We will advertise the project in the fall, select a contractor, and publish actual costs for property owners, at which time you can still opt-in or opt-out of the program.

KEY OUTCOMES AND LESSONS LEARNED

4

Logistics and Project Planning Issues with voluntary replacements

- **Paving Projects coordination – challenges**
- **Whack-a-mole style process with neighbors seeing neighbors' LSL replacements then Opting-in or replacing with their own contractor, so orderly scheduling is impossible**
- **Residents can elect to have their service line replaced at any time, so if they decide to Opt-in during Contract Year 2 and the rest of their block was completed in Contract Year 1, then there are new road openings and pavement restoration (trench patches) in subsequent years.**

KEY OUTCOMES AND LESSONS LEARNED

5

Customer Communication Issues

- **Lead vs. Galvanized – why are they in same category?**
Difficult to explain why NJDEP added galvanized iron to lead category. Order of magnitude difference: Ridgewood Water went from having ~200 lead service lines to replace, to ~2,000 lead + galvanized service lines to replace.
- **Survey123 customers would like confirmation email instead of instant message of “response recorded”**
- **Customer Contact info – how best to directly relay critical new information, such as final cost? (phone/email)**
- **Biggest Participation hurdle – too many unknowns (cost, schedule, extent of restoration, trenchless vs full trench)**
- **Verify homes are properly grounded**

Big Ticket Items that can Blow up a Budget

- **TRAFFIC CONTROL**
- **ROAD OPENING PERMITS / MORATORIUM PENALTIES**
- **INFRARED ASPHALT SURFACE REPAIR**

KEY OUTCOMES AND LESSONS LEARNED

7

Strategies to Increase Participation

- **“SALE OF HOME” ORDINANCE – Coming Soon!**
- **DOOR-TO-DOOR Outreach – Challenging but Important!**
- **FILLING IN high participating blocks – Requires extra outreach**
- **SOPs for distribution of educational materials for Minor/Major disturbances**
- **Public Signage and Videos (New Jersey American Water had great examples!)**

THANK YOU!

Yolanda McCollom
ymccollom@ridgewoodnj.net
201-670-5500 ext. 2283

Ridgewood Lead Service Line Replacement Program
<https://leadreplacement.ridgewoodnj.net/>



Passaic Valley Water Commission

Lead Line Replacement Program – Lessons Learned

Alexandra Wells, PE
Supervising Engineer

January 2025

Program Overview

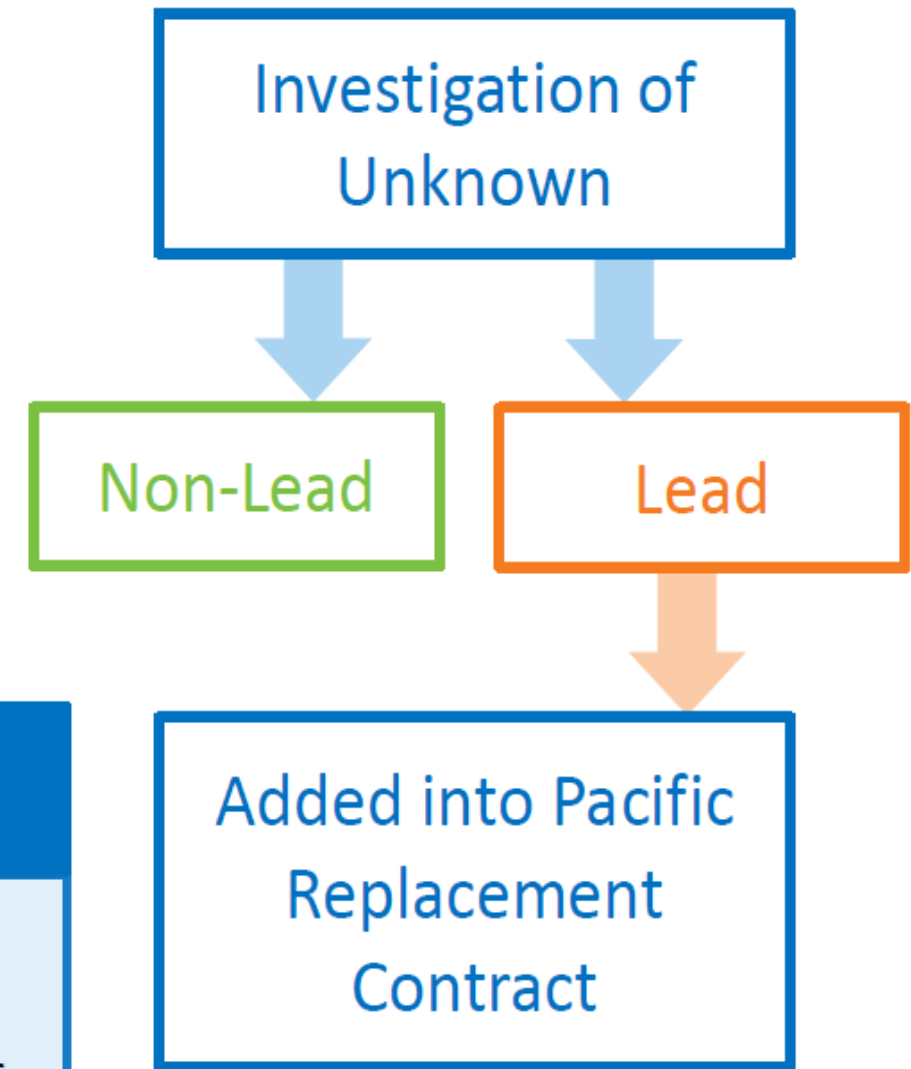
- One (1) construction contract covering four (4) geographic areas: **Paterson, Clifton, Passaic and Prospect Park**
 - **Free to the customer**
 - **Local city ordinances passed allowing PVWC access to homes and identifying fines if access denied**
 - **6500** lead service lines to be replaced
 - **11,000** other lines to be investigated to confirm material
- One (1) CM contract: **CDM-Smith**
 - Local canvassers hired to talk to customers directly
 - GIS tracking
 - Inspections
- **Total Budget: \$36M** (\$29M construction and \$7M CM) a loan through the SRF program
 - **77% principal forgiveness** – up from the initial 50% when the loan closed in June 2022



Program Overview

Project Phases

- 1 Preliminary Inspection
- 2 Replacement
- 3 Restoration



Preliminary Schedule

Summer 2022

Preliminary home inspections

Begin Fall 2022,
3-year duration

LSL replacements

60-90 days after
replacement

Final property
restoration

3-year contract

For completion of
initial 6,500 LSLs

Contract Approach

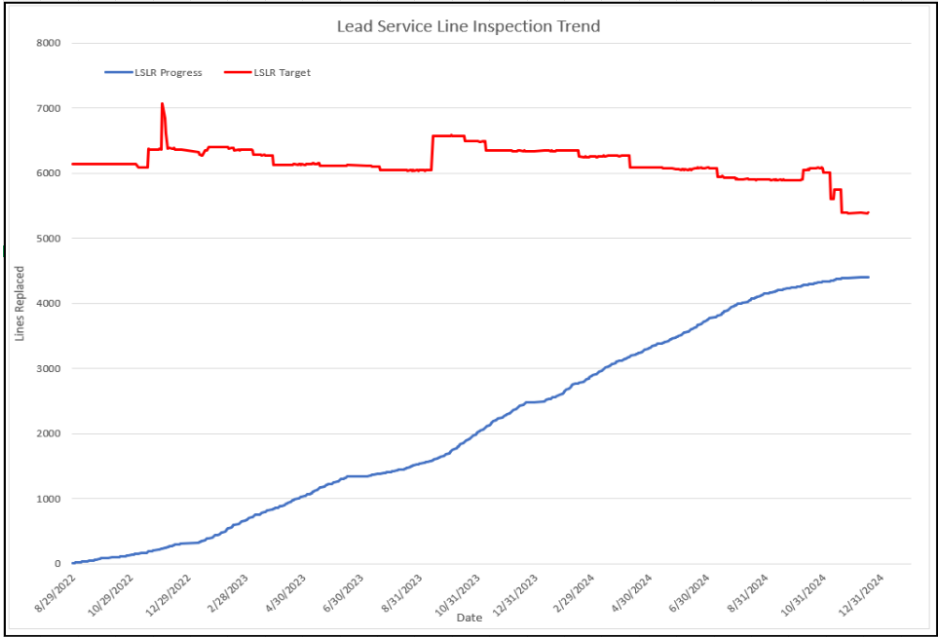
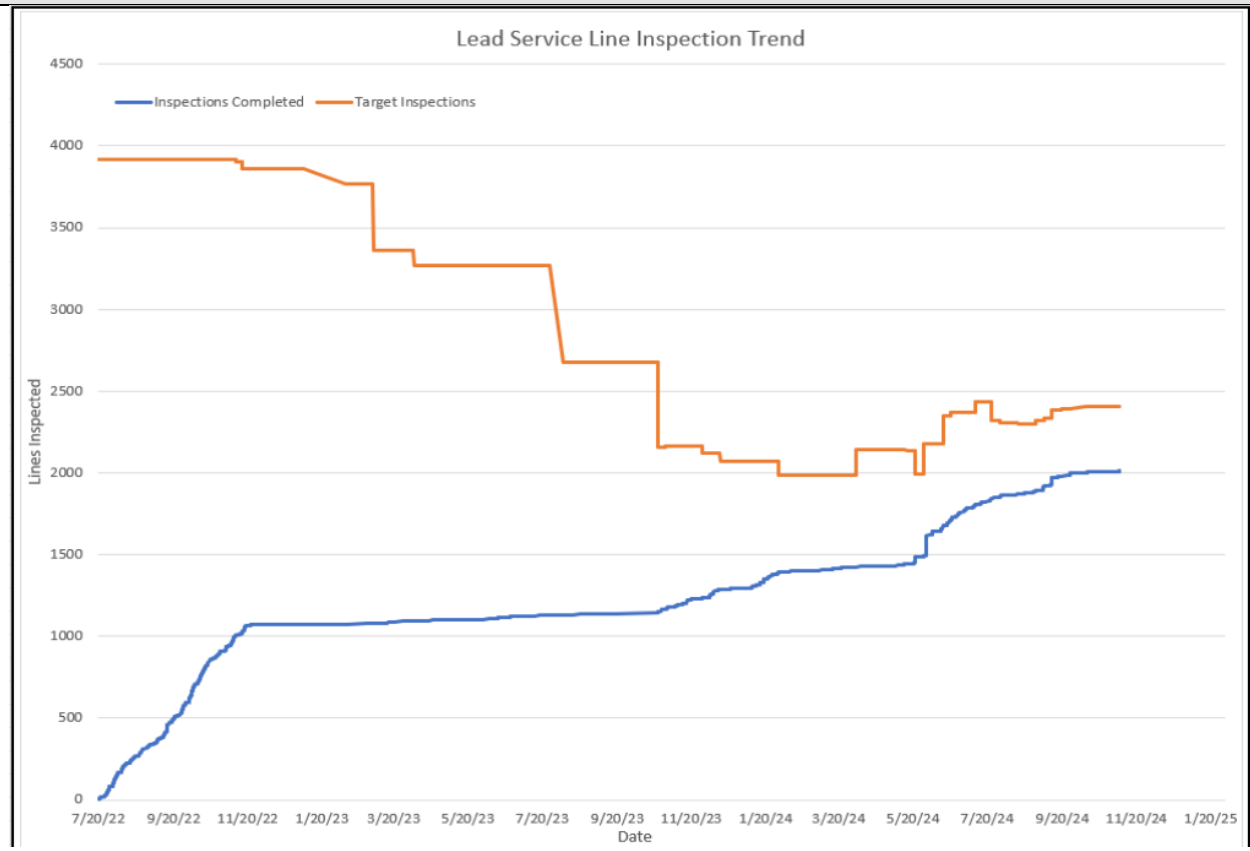
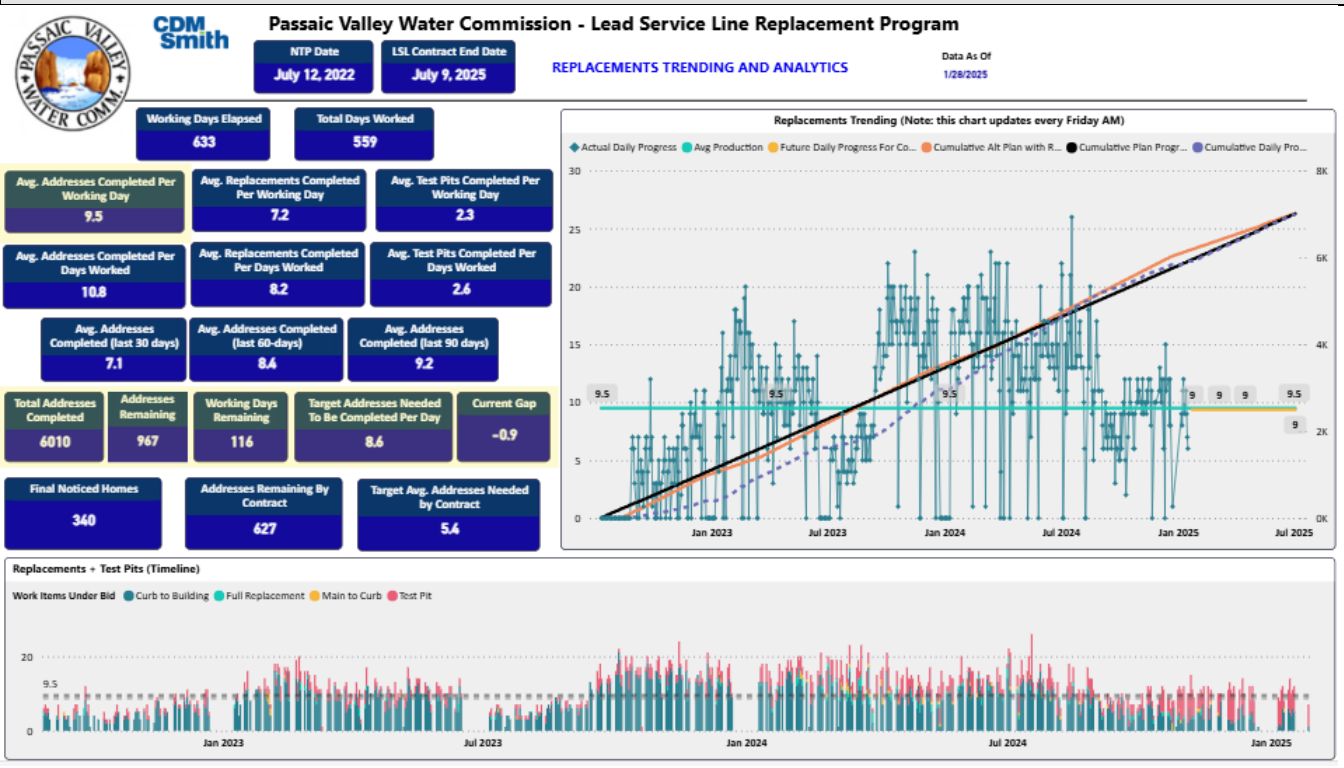
- Evaluate the geographic area being covered and see if it makes sense to divide into smaller contracts
- Local ordinances governing work hours
- Differing permitting processes
- Number of contracts and ability to manage oversight
- Subcontracting requirements vs local capability

PVWC Lessons Learned

Data Management

- Maintain history of change within database
- Allow Contractor limited access to database for Tap Card Information and real time updates
- Maintain single source of data truth
- Active push pull of data between shareholders (client, city, contractor, engineer) for near real time updates
- Update customer contact information as program progresses

PVWC Lessons Learned



PVWC Lessons Learned

**Passaic Valley Water Commision
Lead Service Line Tracking Summary**

	CLIFTON	PASSAIC	PATERSON	PROSPECT PARK	TOTAL
Inspections					
Remaining Unknowns LSLR Program ⁽¹⁾	-	-	-	-	-
Total Inspection Completed	740	449	484	38	1,711
<i>LSLR Inspection Lead Verified</i> ⁽²⁾	57	14	23	9	103
<i>LSLR Inspection Unable to Verify</i> ⁽³⁾	40	17	32	1	90
<i>LSLR Inspection, Non Lead Verified</i>	436	319	221	23	999
<i>Photo Submission, Non Lead Verified</i>	39	6	9		54
<i>Photo Submission, Lead Verified</i>	6		2		8
<i>Canvass, Non Lead Verified</i>	143	85	168	3	399
<i>Canvass, Lead Verified</i>	13	4	12	-	29
<i>Canvass, Unable to Verify</i>	6	4	17	2	29
Total Inspections Attempted by Address	1,653	968	900	130	3,651
Test Pit Program, Non Lead Verified	2,028	911	1,980	44	4,963
Test Pit Program, Lead Verified	224	99	213	8	544
% Found to Be Lead	10%	4%	8%	24%	8%
Replacements					
Contract 22-B-8 Remaining ⁽⁴⁾	173	95	355	12	635
Pacific's Non-responsive list	81	78	199	1	359
Replaced Lead Service Lines	1,527	823	2,033	144	4,527
% Complete	90%	90%	85%	92%	88%
Verified Non Lead by Test Pit	355	273	718	41	1,387
<i>Completed Pavement Restoration</i>	79	37	150	9	275
<i>Pending Pavement Restoration</i>	94	16	69	10	189
<i>Completed Sidewalk Restoration</i>	431	611	1,575	96	2,713
<i>Pending Sidewalk Restoration</i>	210	108	350	15	683
<i>Completed Lawn Restoration</i>	1,435	848	1,328	190	3,801
<i>Pending Lawn Restoration</i>	484	119	431	11	1,045
<i>Completed Interior Restoration</i>	350	207	693	21	1,271
<i>Pending Interior Restoration</i>	38	13	48	3	102
NON LEAD	22,438	8,222	23,212	1,155	55,027
Total	22,611	8,503	23,567	1,167	55,848

- Comparing Non-Responsive to Delinquencies
- Abandoned Properties
- Multiple Accounts

PVWC Lessons Learned

Accessing Homes

- Emphasize inspectors and contractors are not there to identify code issues
- Multiple visits to gain access – may need to skip house due to lack of access and be prepared to go back
- Recruit local residents to act as ambassadors and canvassers for the program
- Use ordinances fines as applicable once other options have failed.
- Customer Service Training (Internal and External)

PVWC Lessons Learned

SECTION 1

§19-11. (Reserved) Replacement of Lead Service Lines Within the City of Passaic

1. PVWC, its agents and successors are hereby authorized to enter any property within the City of Passaic to perform a lead service line replacement pursuant to P.L. 2019, c. 291, but shall not enter any part of the property that is not directly related to performing a lead service line replacement. The service line shall include all piping and fittings connection the water main to the property, and shall include the water meter.

2. At least 72 hours before entering a property to perform a lead service line replacement, PVWC shall notify the owner of record of the property and any residents of the property of the lead service line replacement.

3. PVWC shall make every effort to notify the owner of record of any residents of the property in person, but if the owner or residents are unable to be reached in person, PVWC shall send, by certified mail, a notification to the owner and any residents or post a written notification in a prominent location of the property.

4. The notification shall be written in both English and Spanish and shall include:

- a. The scheduled date and time of the lead service line replacement;
- b. Whether PVWC employees will be performing the service line replacement, and if not, the entity performing the service line replacement;
- c. The extent of any water service disruptions resulting from the service line replacement;

§473-18. Penalty.

- A. The Community Improvement Department ("Department") shall impose a daily fine of not more than \$250 on the owner of any property where PVWC was unable to perform a lead service line replacement because it was unable to gain access to the property, until a lead service line replacement is performed. A property owner or tenant may make application for a hardship waiver of the fine upon written notice to the Business Administrator.
- B. The Construction Official shall further deny the issuance of a Certificate of Occupancy (CO) or Certified Certificate of Occupancy (CCO) for any property until a lead service line replacement has been performed.

§ 273-43. Violations and Penalties.

- A. The owner or occupant of any property that has been determined to require a lead service line replacement shall permit PVWC, its agents, successors or contractors access to the property to perform said replacement.
 - B. If the owner or occupant refuses to grant access to the property to perform the required lead service line replacement, said owner or occupant shall be subject to a fine not to exceed \$1,250. Each day that a violation continues shall be deemed a separate and distinct offense.
 - C. If PVWC, its agents, successors, or contractors, are unable to gain access to the property in order to replace the lead service line because the owner refuses to grant access to the property, the City of Clifton will not issue a Certificate of Continued Occupancy to any commercial or industrial property prior to any change in ownership until a lead service line replacement is performed at the property owner's expense.
 - D. If PVWC, its agents, successors, or contractors, are unable to gain access to the property in order to replace the lead service line because the owner refuses to grant access to the property, the City of Clifton will not issue a Dwelling Certificate to any residential property prior to any change in ownership until a lead service line replacement is performed at the property owner's expense.
2. All ordinances or parts of ordinances inconsistent herewith are hereby repealed as to such inconsistency only.
 3. This ordinance shall take effect after final passage and publication as provided by law.

PVWC Lessons Learned

Accessing Homes

- Ensure your inspectors take good pre and post inspection photos
- Ensure the CM inspection group is held accountable. Perform periodic inspections by in-house team to ensure utility standards are being met.
- Recruit local residents to act as ambassadors and canvassers for the program
- Use ordinances fines as applicable once other options have failed.

PVWC Lessons Learned



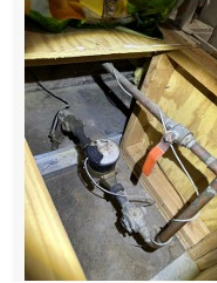
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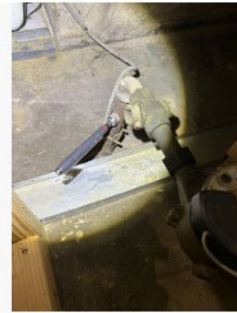
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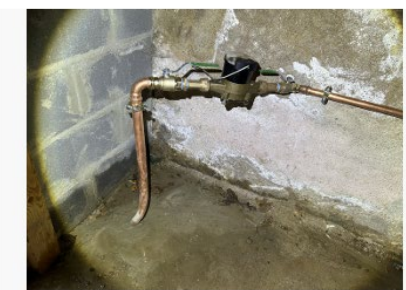
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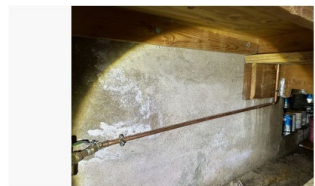
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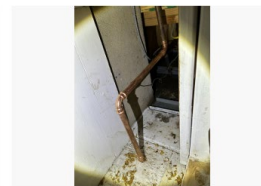
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PVWC Lessons Learned

PVWC Lead Service Line Replacement Program

Passaic Valley Water Commission Lead Service Line Replacement Program is coming to an end in July 2025. Click the button below to sign up. Renters AND homeowners are eligible to participate.

Lead service lines replaced to-date

4568

CLICK HERE TO SEE IF YOU HAVE A LEAD SERVICE LINE BRINGING WATER TO YOUR HOME

LAST CHANCE: SIGN UP BY JULY 2025

Service Line Material:

Our records indicate that the material of your service line is **Copper** on the portion of the service line you own. PVWC's service line material is **Copper**.

Program Status:

No further action is required on your part.

Restoration Status:

Road:
Sidewalk:
Seeding/Grass:


Passaic Valley Water Commission: Service Line Material Lookup Tool

In July 2021, the state of New Jersey enacted a law that requires all community water systems to replace lead service lines by 2031. PVWC is required to notify all customers and any off-site owner of a property (e.g., landlord) when it is served by a lead or galvanized steel service line.

Residents can use this tool to look up their service line material. The portion of the service line from the water main in the street to the curb box in the sidewalk is owned by PVWC. The portion of the service line from the curb box to the water meter inside the home is owned by the homeowner. All properties with lead or unknown service line material will be contacted to have their service line investigated.

Service Line Material:
Our records indicate that the material of your service line is **Unknown** on the portion of the service line you own. PVWC's service line material is **Copper**.

Service Line Photo Upload Tool
If the service line material is **Unknown** on the portion of the service line you own, you can send photos of your water service line to PVWC. PVWC will review the photos and let you know if the service line material is made of lead. You can get your lead service line replaced for **FREE**. Use the Service Line Photo Upload Tool to send your photos.

 [Service Line Photo Upload Tool](#)
Program Status:
An inspection is required to confirm that you do not have a lead, galvanized steel, or brass service line. A Right of Entry

PVWC Lessons Learned

Passaic Valley Water Commission

Lead Service Line Replacement Program

AFTER YOUR LEAD SERVICE LINE IS REPLACED

RESTORATION OF YOUR PROPERTY
 PVWC's Contractor Public Connection Fee will return your lawn, driveway and sidewalk back to its original condition. The restoration will be completed within 45 days after the service line is replaced.
 If you have questions about service line replacement or restoration at your property, please contact Public Connections at 1-844-PVWC-DMW or PublicConnections@pvwc.com.

FLUSHING YOUR PLUMBING AFTER SERVICE LINE REPLACEMENT
 After your lead service line has been replaced, it is important to flush all of the pipes in your house. Flushing will remove any lead that may be in the pipes in your house during construction. Please all major plumbing before using your water. DO NOT USE hot water until the initial flushing is complete to prevent lead particles from settling in your hot water tank.

While Building Flushing Instructive Steps

1. Flush all the faucets that will drain, including the basement and all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads. Flush all faucets you plan to flush, include the laundry tubs, base-bath, bathtub, and shower at flushing point.
3. Open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
4. Open the faucets on next highest floor in the house. Continue until faucets are open on all floors.
5. After all faucets are opened, leave the water running for at least 30 minutes.
6. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the house when you turned them on.
7. Clean aerators/screens at each faucet. You may need to replace connections if they add or work. Conduct a 30-minute flush every water used for three months.

Cleaning Your Aerator

1. Remove faucet aerator and clean out any particles. The aerator is usually at the top of the faucet and can be removed off the faucet.
2. After your lead service line is replaced, clean aerators from aerators and screens once a month for six months. After six months, clean debris for a year.

Daily Flushing
 Daily flushing should continue for six months after your lead service line has been replaced. Flush water through the plumbing in your house for 3 minutes each month (or after an extended period of no water usage) before drinking. Note: Taking a shower, running the dishwasher or flushing a tub/sink back your house.

To learn more about PVWC's lead service line replacement program, call or visit:
 973-343-4600 | PublicConnections@pvwc.com
www.pvwc.com/lead

What is a lead service line?

Water service lines are pipes that carry water from the Passaic Valley Water Commission water mains, located in the street, into individual homes and/or buildings. Some water connections are with lead and galvanized steel material lead service line.

LEAD HEALTH INFORMATION
 Exposure to lead from drinking water and other sources can cause serious health problems. When lead enters the body, it can cause mental and physical health problems and interfere with the production of red blood cells. High exposure to lead can cause brain and kidney damage. To protect your health, you should avoid drinking water from lead service lines. To protect your health, you should avoid drinking water from lead service lines. To protect your health, you should avoid drinking water from lead service lines.

STEP 1
 The contractor will be notified to replace a lead service line. The contractor will be notified to replace a lead service line. The contractor will be notified to replace a lead service line.

STEP 2
 If the map shows you have a lead or galvanized steel service line, use this QR code to schedule a FREE replacement. Call 973-343-4600.

STEP 3
 After you have your service line replaced, we will provide you with a FREE photo of your service line. We will provide the photo and let you know if you can get a replacement for FREE to schedule a free inspection by PVWC, call 732-386-4732.

¿Qué es una línea de servicio de plomo?

Las líneas de servicio de agua son tuberías subterráneas que transportan agua desde las tuberías principales de agua de la Comisión de Agua de Passaic Valley, ubicadas en las calles, hasta los casos individuales y otros edificios. Algunas líneas de servicio de agua son plomo y las líneas de servicio de plomo con recubrimiento de acero galvanizado.

What is a service line?
 Water mains bring water from the PVWC investment plant to the water in front of your house. When water leaves PVWC's water treatment plant, it is clean and lead-free. The water connects the water in the street to the drinking water treatment plant. The water connects the water in the street to the drinking water treatment plant. The water connects the water in the street to the drinking water treatment plant.

What are these steps to see if you need to have your water service line replaced.

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To learn more about PVWC's lead service line replacement program, call or visit:
 973-343-4600 | PublicConnections@pvwc.com
www.pvwc.com/lead

CODE



PVWC Lessons Learned

Wall Penetration

- Variable of Foundation Type



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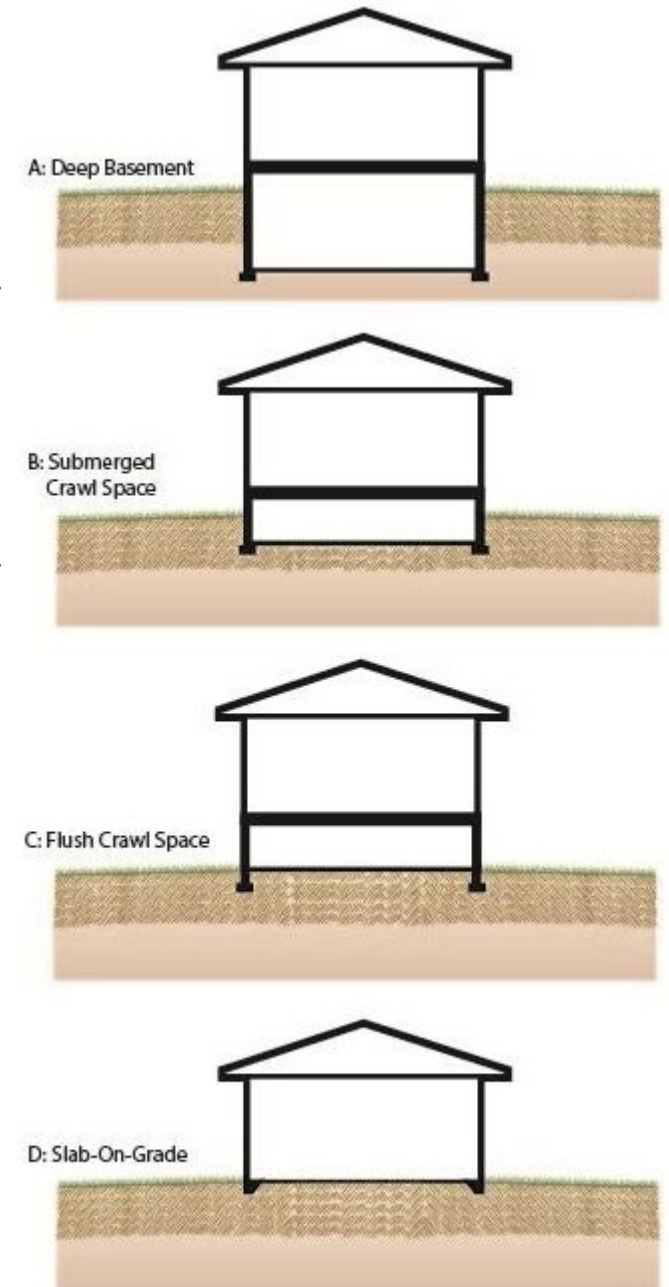


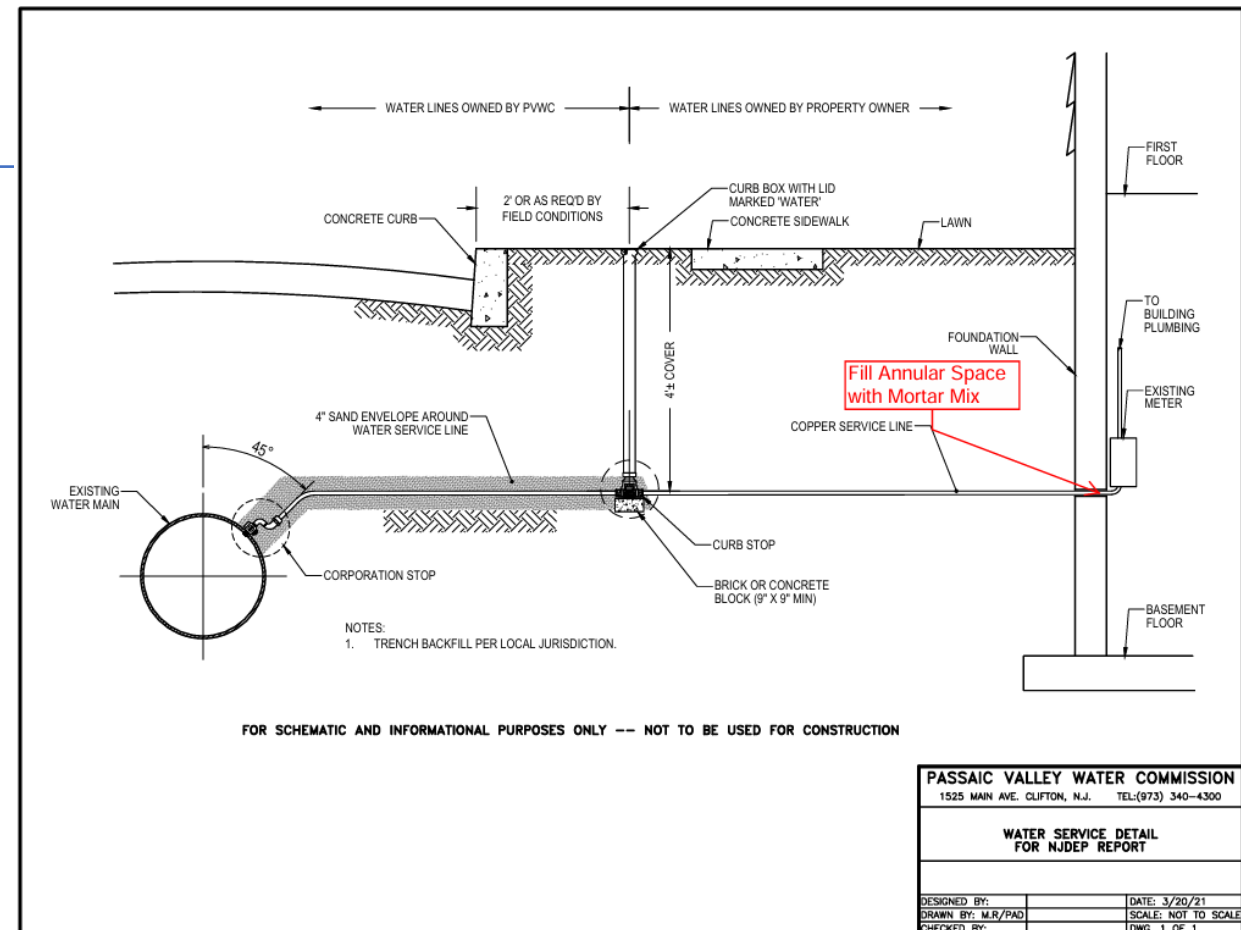
Figure 1-5: Basic Foundation Types

[Types Of Basements By Structural Design - Openbasement](#)

PVWC Lessons Learned

Wall Penetration

- Seal Foundation Exterior from Interior
- Cure times for cement and sealants prior to rain
- Core drill all penetrations



PVWC Lessons Learned

Restoration

- Active Communication with Customers regarding expectations
- Temporary restoration for public safety
- Allow settlement time prior to final sidewalk, asphalt and seeding
- Contracting flexibility (allowance items) to allow for interior restoration

Temporary
Asphalt Repair



Permanent
Sidewalk Repair



Temporary Backfilled
Top Soil



Final Seeding
of Lawn



PVWC Lessons Learned

Electrical Grounding and Stray Currents

- Many older homes have electrical service grounded to the lead water service line

Stray currents locally can electrify the service line

- Older homes may have older services that are not compliant with current codes
- Proper PPE for work crews (rubber gloves) and protocol for determining whether the house is safe to work.

PVWC Lessons Learned

Electrical Grounding and Stray Currents

- DO NOT TOUCH the private electrical service (Property Owner Responsibility)
- Maintain electrical ground during replacement (install temporary ground before disconnecting existing ground)
- May need electrician oversight if home with electrical issues

PVWC Lessons Learned


Water Meter Replacement

- Water meters may be disturbed and impact functionality depending on the age of the meter
- Plan for replacement with inhouse crews or contractor as needed especially with older meters

PVWC Lessons Learned

Miscellaneous

- Traffic Control/ Parking
- Mark-outs and Permits
- Keeping ahead of the work



Alexandra F. Wells, PE
Supervising Engineer

awells@pvwc.com

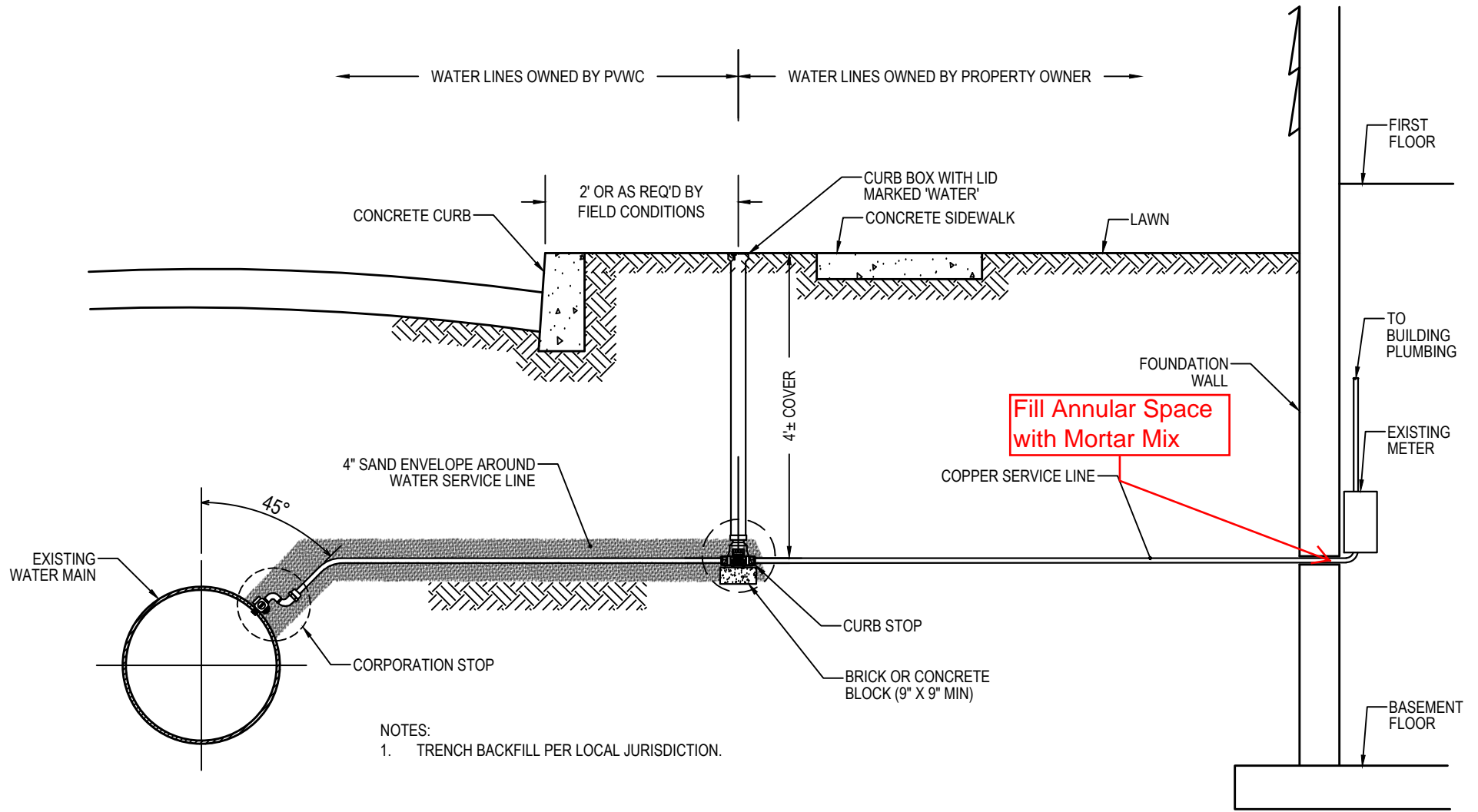
Passaic Valley Water Commission
1525 Main Avenue | Clifton, NJ 07011
p:(973) 340-4335 | f:(973) 340-4368
c:(551) 352-9162

www.pvwc.com



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\\eng\Engineering\Contracts\2021\21-B-5 lead service line repl-main\2_CAD-GIS\CAD\service detail for njdep.dwg, 3/20/2021 3:09:30 PM



NOTES:
 1. TRENCH BACKFILL PER LOCAL JURISDICTION.

FOR SCHEMATIC AND INFORMATIONAL PURPOSES ONLY -- NOT TO BE USED FOR CONSTRUCTION

PASSAIC VALLEY WATER COMMISSION		
1525 MAIN AVE. CLIFTON, N.J. TEL:(973) 340-4300		
WATER SERVICE DETAIL FOR NJDEP REPORT		
DESIGNED BY:		DATE: 3/20/21
DRAWN BY: M.R/PAD		SCALE: NOT TO SCALE
CHECKED BY:		DWG. 1 OF 1

MORTAR MIX

High-Strength Structural Repair Mortar



PRODUCT DATASHEET

DESCRIPTION: Rapid Set® MORTAR MIX is a high-performance, fast-setting, multi-purpose repair material. Durable in wet environments, MORTAR MIX is a blend of Rapid Set hydraulic cement and quality aggregates. MORTAR MIX is non-metallic and no chlorides are added. Mix MORTAR MIX with water to produce a workable, high quality mortar material that is ideal where fast strength gain, high durability and low shrinkage are desired. MORTAR MIX sets in 15 minutes and achieves structural strength in 1 hour.*

USES: Use MORTAR MIX for general and structural concrete repair, construction of pavements, stucco and plaster repair, one-coat exterior plaster, underlayments and formed work. MORTAR MIX is a versatile product that is suitable for vertical and overhead applications. For freeze thaw durability, in some geographical areas, MORTAR MIX contains an air-entraining admixture.

ENVIRONMENTAL ADVANTAGES: Use MORTAR MIX to reduce your carbon footprint and lower your environmental impact. Production of Rapid Set cement emits far less CO₂ than portland cement. Contact your representative for LEED values and environmental information.

APPLICATION: Apply MORTAR MIX in thicknesses from 1/2" to 6" (1.2 cm to 15.2 cm). For thicker applications, use Rapid Set® Concrete Mix. Not intended for high heat applications above 300°F (149°C). For overlay applications, a minimum of one test section should be prepared to evaluate the suitability of the materials and procedures.

SURFACE PREPARATION: For repairs, application surface must be clean, sound and free from any materials that may inhibit bond, such as oil, asphalt, curing compound, acid, dirt and loose debris. Roughen surface and remove all unsound material. Apply MORTAR MIX to a thoroughly saturated surface with no standing water.

MIXING: The use of a power-driven mechanical mixer, such as a mortar mixer or a drill-mounted mixer, is recommended. Organize work so that all personnel and equipment are in place before mixing. Use clean potable water. **MORTAR MIX may be mixed using 3 to 5 quarts (2.8 L to 4.7 L) of water per 55-lb (25-kg) bag. Use less water to achieve higher strengths. Do not exceed 5 quarts (4.7 L) of water per bag.** For increased fluidity and workability, use Rapid Set® FLOW Control® plasticizing admixture from the Rapid Set® Concrete Pharmacy®. Place the desired quantity of mix water into the mixing container. While the mixer is running, add MORTAR MIX. Mix for the minimum amount of time required to achieve a lump-free, uniform consistency (usually 1 to 3 minutes). Do not retemper.

PLACEMENT: MORTAR MIX may be placed using traditional construction methods. Organize work so that all personnel and equipment are ready before placement. Place, consolidate and screed quickly to allow for maximum finishing time. Use a method of consolidation that eliminates air voids. Do not wait for bleed water; apply final finish as soon as possible. MORTAR MIX may be troweled, floated or broom finished. On flat work, do not install in layers. Install full-depth sections and progress horizontally. To extend working time, use Rapid Set® SET Control® retarding admixture from the Concrete Pharmacy or cold mix water. Do not install on frozen surfaces. MORTAR MIX may be applied in temperatures ranging from 45°F to 90°F (7°C to 32°C).

OVERVIEW

Highlights:

Fast: Sets in 15 minutes, structural strength in 1 hour*

Durable: Formulated for long life in critical applications

Structural: For repair and new construction

Multi-purpose: Use for concrete repairs, wall repairs, stucco repairs, one-coat exterior plaster, underlayments, floors, formed work, and more

Conforms to:

ASTM: C928, C387

State and Local Approvals

MasterFormat® 2016

03 01 30 Maintenance of Cast-in-Place Concrete

03 01 40 Maintenance of Precast Concrete

03 01 50 Maintenance of Cast Decks & Underlayment

03 01 70 Maintenance of Mass Concrete

03 54 16 Hydraulic Cement Underlayment

04 01 00 Maintenance of Masonry

09 24 23 Cement Stucco

Manufacturer:

CTS Cement Manufacturing Corp.
12442 Knott St.
Garden Grove, CA 92841
Tel: 800-929-3030 | Fax: 714-379-8270
Web: www.CTScement.com
E-mail: info@CTScement.com



MORTAR MIX High-Strength Structural Repair Mortar

CURING: Water cure all Rapid Set® MORTAR MIX installations by keeping exposed surfaces wet for a minimum of 1 hour. Begin curing as soon as the surface starts to lose its moisture. When experiencing extended setting time due to cold temperature or the use of retarder, longer curing times may be required. The objective of water curing shall be to maintain a continuously wet surface until the product has achieved sufficient strength.

COLD WEATHER: Environmental and material temperatures below 70°F (21°C) may delay setting time and reduce the rate of strength gain. Lower temperatures will have a more pronounced effect. Thinner sections will be more significantly affected. To compensate for cold temperatures, keep material warm, use heated mix water, and follow ACI 306 Procedures for Cold Weather Concreting.

WARM WEATHER: Environmental and material temperatures above 70°F (21°C) may speed setting time and increase the rate of strength gain. Higher temperatures will have a more pronounced effect. To compensate for warm temperatures, keep material cool, use chilled mix water, and follow ACI 305 Procedures for Hot Weather Concreting. The use of Rapid Set® SET Control® retarding admixture from the Rapid Set® Concrete Pharmacy will help offset the effects of high temperatures.

YIELD & PACKAGING: MORTAR MIX is available in 55-lb and 25-lb (25-kg and 11.3-kg) sizes. One 55-lb (25-kg) bag of MORTAR MIX will yield approximately 0.5 ft³.

SHELF LIFE: MORTAR MIX has a shelf life of 12 months when stored properly in a dry location, protected from moisture, out of direct sunlight, and in an undamaged package.

USER RESPONSIBILITY: Before using CTS products, read current technical data sheets, bulletins, product labels and safety data sheets. It is the user's responsibility to review instructions and warnings for any CTS products prior to use.

WARNING: DO NOT BREATHE DUST. AVOID CONTACT WITH SKIN AND EYES. Use material in well-ventilated areas only. Exposure to cement dust may irritate eyes, nose, throat, and the upper respiratory system/lungs. Silica exposure by inhalation may result in the development of lung injuries and pulmonary diseases, including silicosis and lung cancer. Seek medical treatment if you experience difficulty breathing while using this product. The use of a NIOSH/MSHA-approved respirator (P-, N- or R-95) is recommended to minimize inhalation of cement dust. Eat and drink only in dust-free areas to avoid ingesting cement dust. Skin contact with dry material or wet mixtures may result in bodily injury ranging from moderate irritation and thickening/cracking of skin to severe skin damage from chemical burns. If irritation or burning occurs, seek medical treatment. Protect eyes with goggles or safety glasses with side shields. Cover skin with protective clothing. Use chemical resistant gloves and waterproof boots. In case of skin contact with cement dust, immediately wash off dust with soap and water to avoid skin damage. In case of skin contact with wet concrete, wash exposed skin areas with cold running water as soon as possible. In case of eye contact with cement dust, flush immediately and repeatedly with clean water, and consult a physician. If wet concrete splashes into eyes, rinse eyes with clean water for at least 15 minutes and go to the hospital for further treatment.

Please refer to the SDS and www.CTScement.com for additional safety information regarding this material.

LIMITED WARRANTY: CTS CEMENT MANUFACTURING CORP. (CTS) warrants its materials to be of good quality and, at its option, will replace or refund the purchase price of any material proven to be defective within one (1) year from date of purchase. The above remedies shall be the limit of CTS's responsibility. Except for the foregoing, all warranties expressed or implied, including merchantability and fitness for a particular purpose, are excluded. CTS shall not be liable for any consequential, incidental, or special damages arising directly or indirectly from the use of the materials.

⚠ WARNING
CANCER and REPRODUCTIVE HARM - www.P65Warnings.ca.gov

TYPICAL PHYSICAL DATA

Set Time, ASTM C266

Initial set	15 minutes
Final set	35 minutes

Compressive Strength, ASTM C109 Mod.**

1 hour*	2500 psi (17.2 MPa)
3 hours	4000 psi (27.6 MPa)
24 hours	5000 psi (34.5 MPa)
7 days	5500 psi (37.9 MPa)
28 days	6500 psi (44.8 MPa)

Slant Shear Bond Strength, ASTM C882 Mod. per C928

24 hours	1200 psi (8.27 MPa)
28 days	2200 psi (15.2 MPa)

Splitting Tensile, ASTM C496 Mod.**

7 days	450 psi (3.10 MPa)
28 days	550 psi (3.79 MPa)

Flexural Strength, ASTM C348 Mod**

28 days	550 psi (3.79 MPa)
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Freeze Thaw, C666

Durability factor	95%
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Length Change, ASTM C157 Mod. per C928 (max)

28 days in air	-0.04
28 days in water	0.02

*After final set
 **Data obtained at flow consistency 100 by ASTM C1437 at 70°F (21°C)



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**WATER
RESOURCE
MANAGEMENT**

New Jersey Water Bank

**Lead Service Line
Replacement (LSLR)
Funding**



Agenda

01

NJ Water Bank Intro

02

DWSRF LSLR Funding History & Opportunities

03

Technical Assistance for DACs

04

Application Process

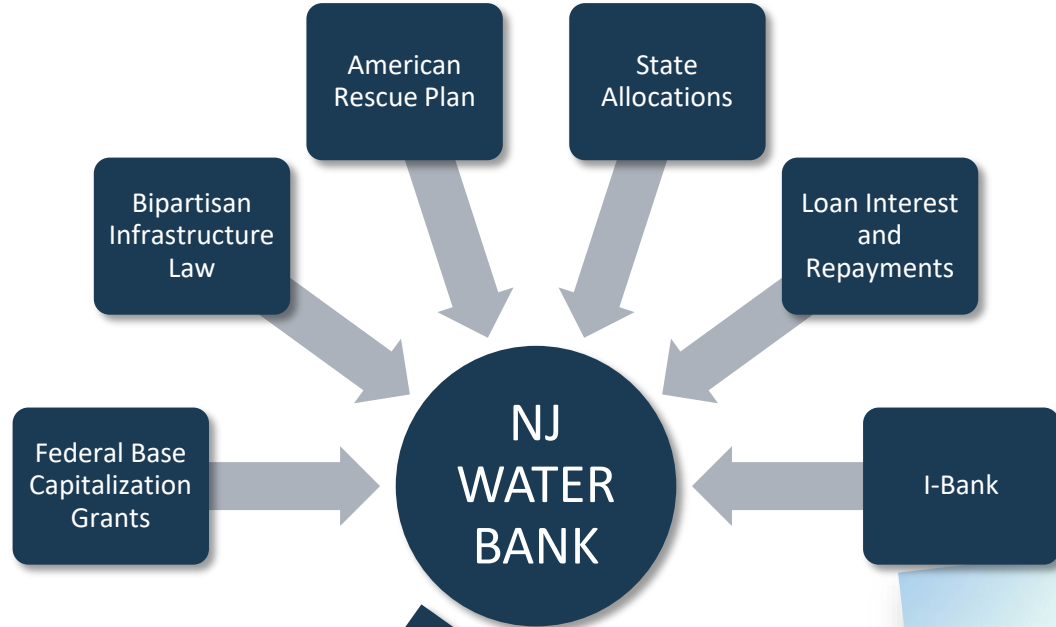
05

New LSLR Funding Requirements

06

Frequently Asked Questions (FAQs)

Funding New Jersey Water Infrastructure



Below Market Rate Financing, Principal Forgiveness, and Grants for High Priority Projects and Disadvantaged Communities (DACs)



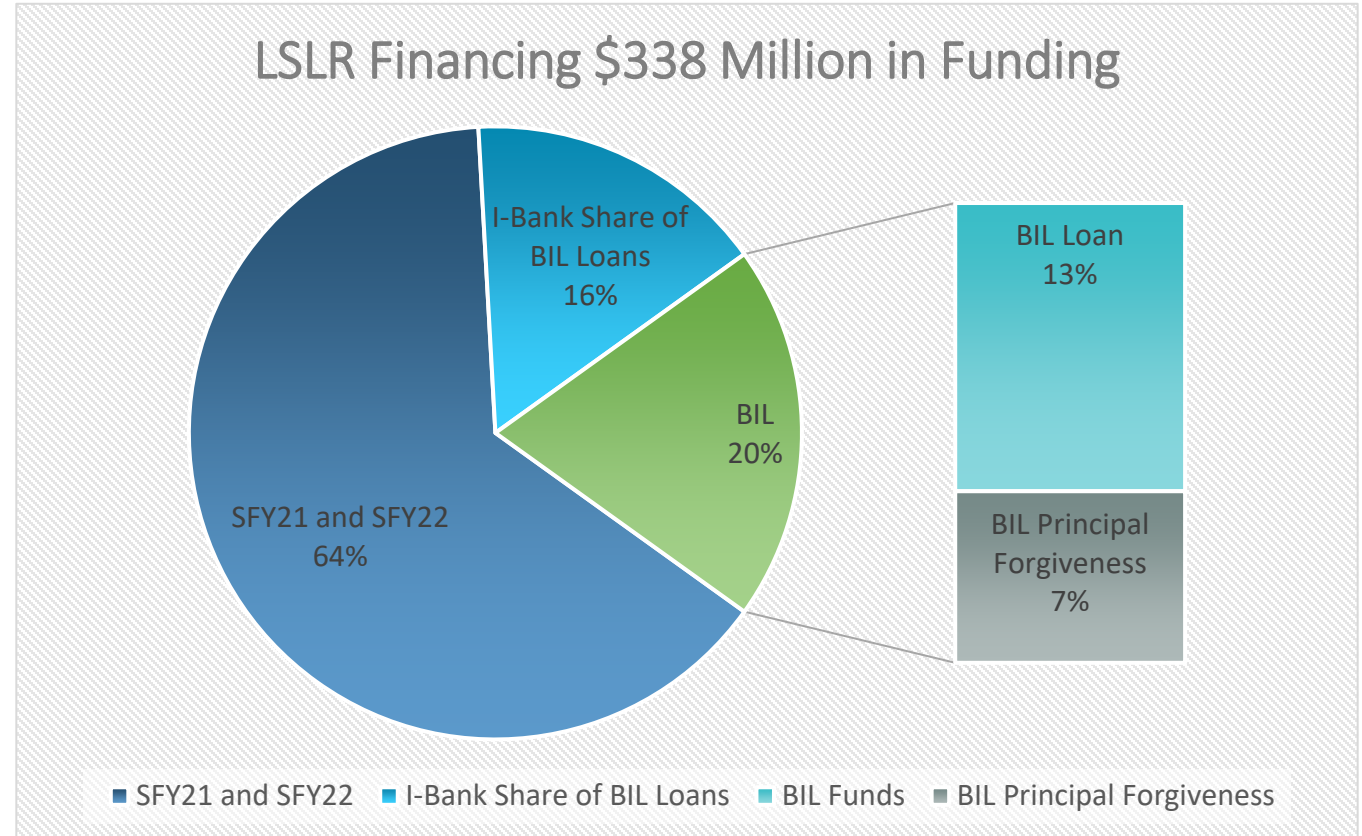


History of Lead Funding!

Since State Fiscal Year 2021, the NJ Water Bank has funded **\$338 million dollars** for lead service line replacement projects.

The Bipartisan Infrastructure Law (BIL) made approximately **\$500 million available for LSLR projects through SFY27**, 49% of which must be provided as principal forgiveness to DACs.

To date, **\$67 million of BIL funds have been obligated**, including \$25 million in principal forgiveness.

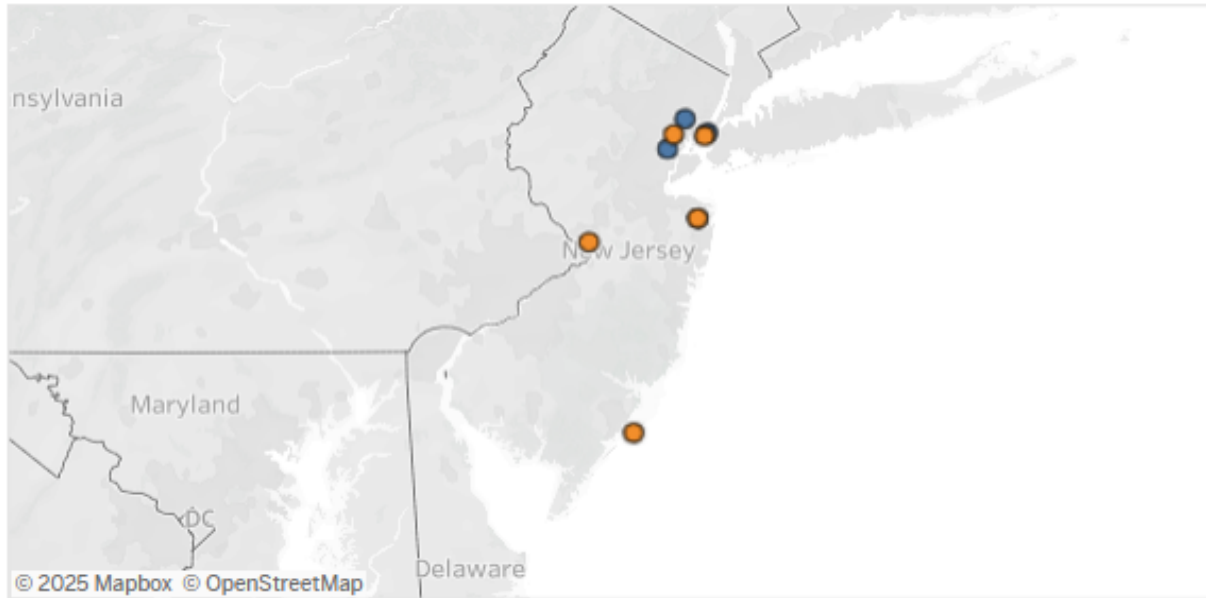




WIIP Spending Dashboard

<https://dep.nj.gov/wiip/spending-dashboard/>

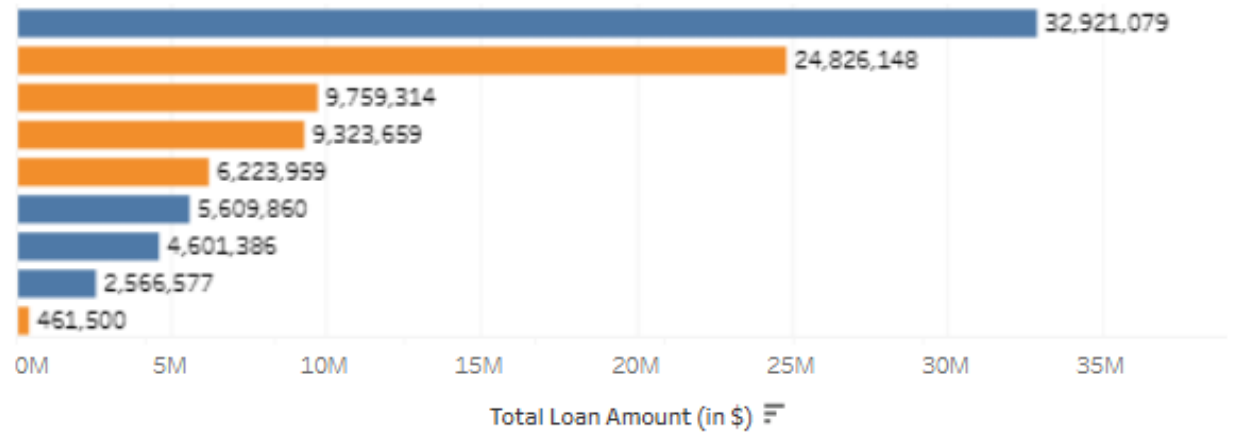
Drinking Water Project Map



- Legend**
- Project Met Disadvantaged Criteria
 - Project Did Not Meet Disadvantaged Criteria

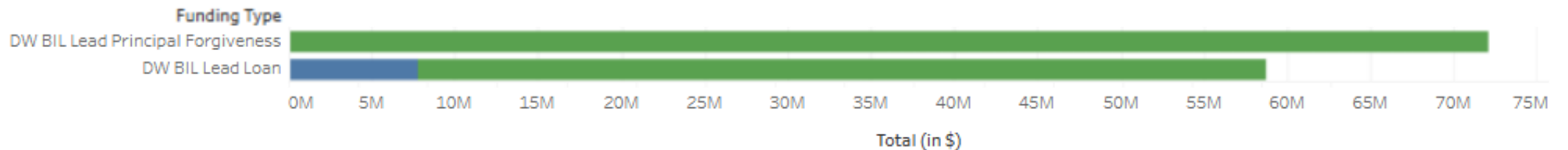
- Fiscal Year**
- (All)
 - FY2023
 - FY2024

Project Funding Breakdown



- Project Sponsor**
- Seaside Heights Borough
 - Shore Water Company
 - Stone Harbor Borough
 - Trenton City

Total FY 2025 Water Bank Drinking Water Funding Sources Awarded & Funding Amounts Expected to be Awarded





What is a DAC?

In New Jersey, applicants that meet either of the following two criteria are considered to have satisfied the State's SRF Affordability Criteria and are considered Disadvantaged Communities (DACs).

Check the most up to date Intended Use Plan to determine eligibility for your project.

25%

Lowest quartile of municipal Affordability Scores (86.19)

Based on Median Household Income (MHI), unemployment, and population change

80

80 Environmental Justice Economic Overburdened Community Criteria points

If at least 35% of the households served by the project, on a municipal basis, qualify as low-income households



What is a DAC?

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Check the most up to date Intended Use Plan to determine eligibility for your project.

25%

Lowest quartile of municipal Affordability Scores (86.19)

Tiered Affordability packages.

80

80 Environmental Justice Economic Overburdened Community Criteria points

AC 1 Tier

- Represents the lowest scoring 10% of municipalities.
- Scores under 69.11
- Eligible for tier 1 funding packages with additional PF

AC 2 Tier

- Scores between 69.11 and 86.19
- Eligible for tier 2 funding packages for generous historical funding



SFY25 and SFY 26 Proposed Lead Service Line Replacement (LSLR) Funding Packages

Funding Package for Lead Service Line Replacement AC2 up to \$20M

Principal Forgiveness (\$10M Cap) 50%	DEP Loan Share (No Interest) 25%	I-Bank Loan Share (AAA Market Rate) 25%
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Funding Package for Lead Service Line Replacement AC1 up to \$20M

Principal Forgiveness (\$16M Cap) 80%	DEP Loan Share (No Interest) 10%	I-Bank Loan Share (AAA Market Rate) 10%
--	---	--

Funding Package for Lead Service Line Replacement with PF over \$20M

DEP Loan Share (No Interest) 75%	I-Bank Loan Share (AAA Market Rate) 25%
--	---

Funding Package for Lead Service Line Replacement w/o Affordability Criteria

DEP Loan Share (No Interest) 80%	I-Bank Loan Share (AAA Market Rate) 20%
--	---

Enhanced Funding for Disadvantaged Communities

Enhanced Funding for Non-Disadvantaged Communities



Technical Assistance for DACs

States have flexibility to use BIL set-aside for program implementation. NJDEP will be using these funds towards our Technical Assistance Program.

Focus to assist facilities that:

- **Serve Disadvantaged Communities** with Lead, PFAS, and SDWA compliance issues, CSOs, sewer infrastructure rehab and upgrades, and more.
- **May lack sufficient resources** to perform full assessment of needs (e.g. LSLIs, AMPs, CIPs)
- **May lack financial, managerial, and/or community support** for infrastructure projects and require assistance with stakeholder outreach & engagement.
- **May not be aware of funding opportunities or lack familiarity** and comfort with navigating Water Bank program application processes.
- **May need eventual engineering services** to assist with planning and design.



Program Navigation



Financial and Needs Assessments



Community Engagement



Engineering Services (DW only)



Technical Assistance for DACs

Participants in the CWSRF and DWSRF Technical Assistance Programs qualify for up to \$2 million in grants for planning and design and guaranteed principal forgiveness for a resulting capital improvement project.

<https://dep.nj.gov/wiip/njwb-process/technical-assistance-info/technical-assistance/>



New Planning and Design Grants

(\$60 million total) for sponsors participating in the DW and CW Technical Assistance Programs.

100% Grant Funding
\$2 Million Cap per Project



Guaranteed funds for capital improvement projects

(\$60 million total) for sponsors participating in the DW and CW Technical Assistance Programs.

100% Principal Forgiveness
\$2 Million Cap per Project



State Revolving Fund (SRF) Process

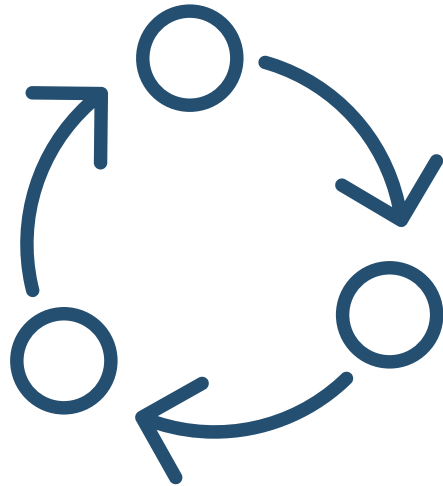
STEP 1: Create Project

STEP 2: Submission of Project via H2L0ans

STEP 3: Submission of Letter of Intent
Including the Project Report

STEP 4: Submission of Loan Application
Including Engineering Design – Plans & Specifications

STEP 5: Submission of SED Participation During
Planning & Design for Contracting Agencies
OEO-001 Form



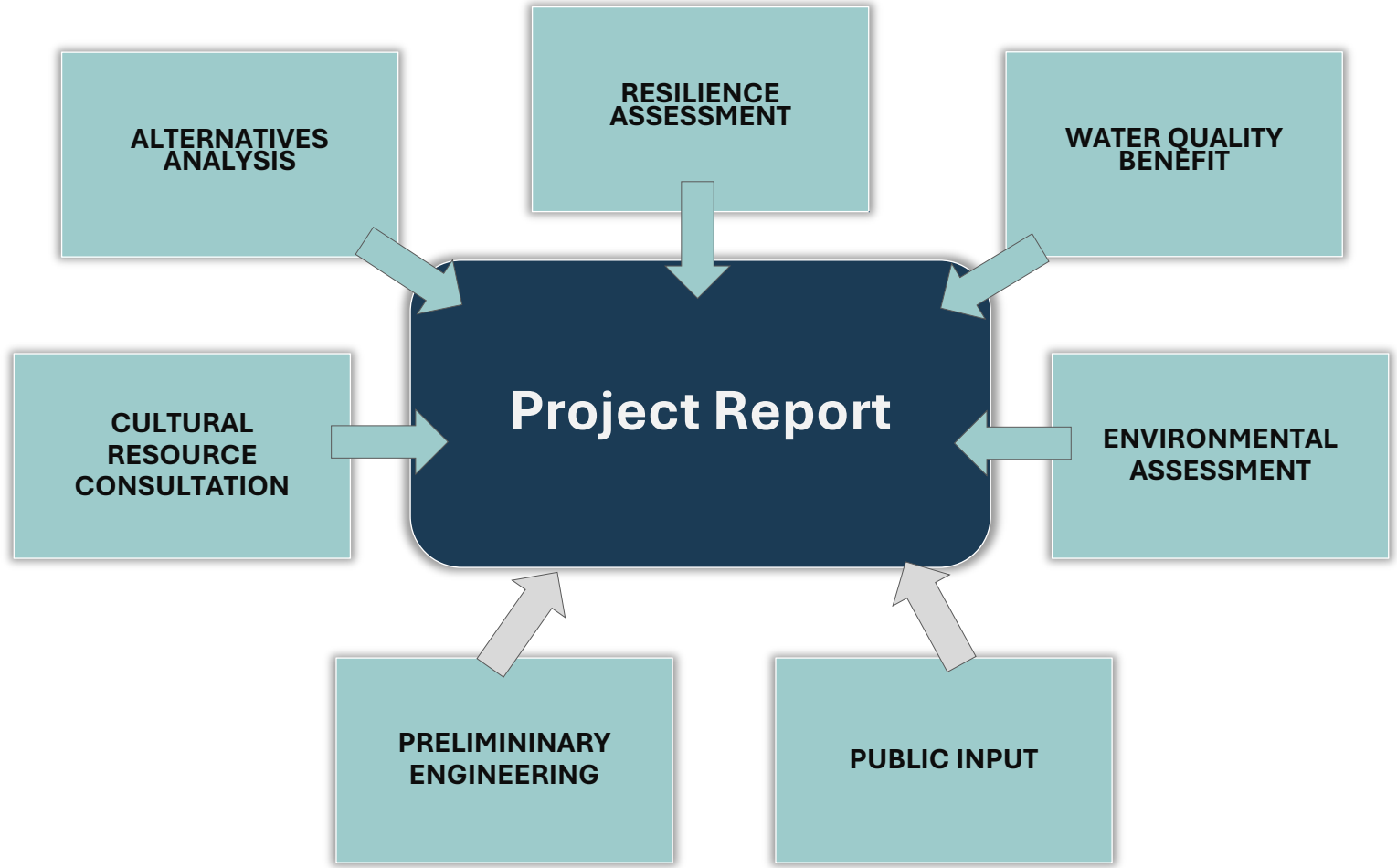


SRF Process - Step 3

Project Report

A complete Project Report includes three components:

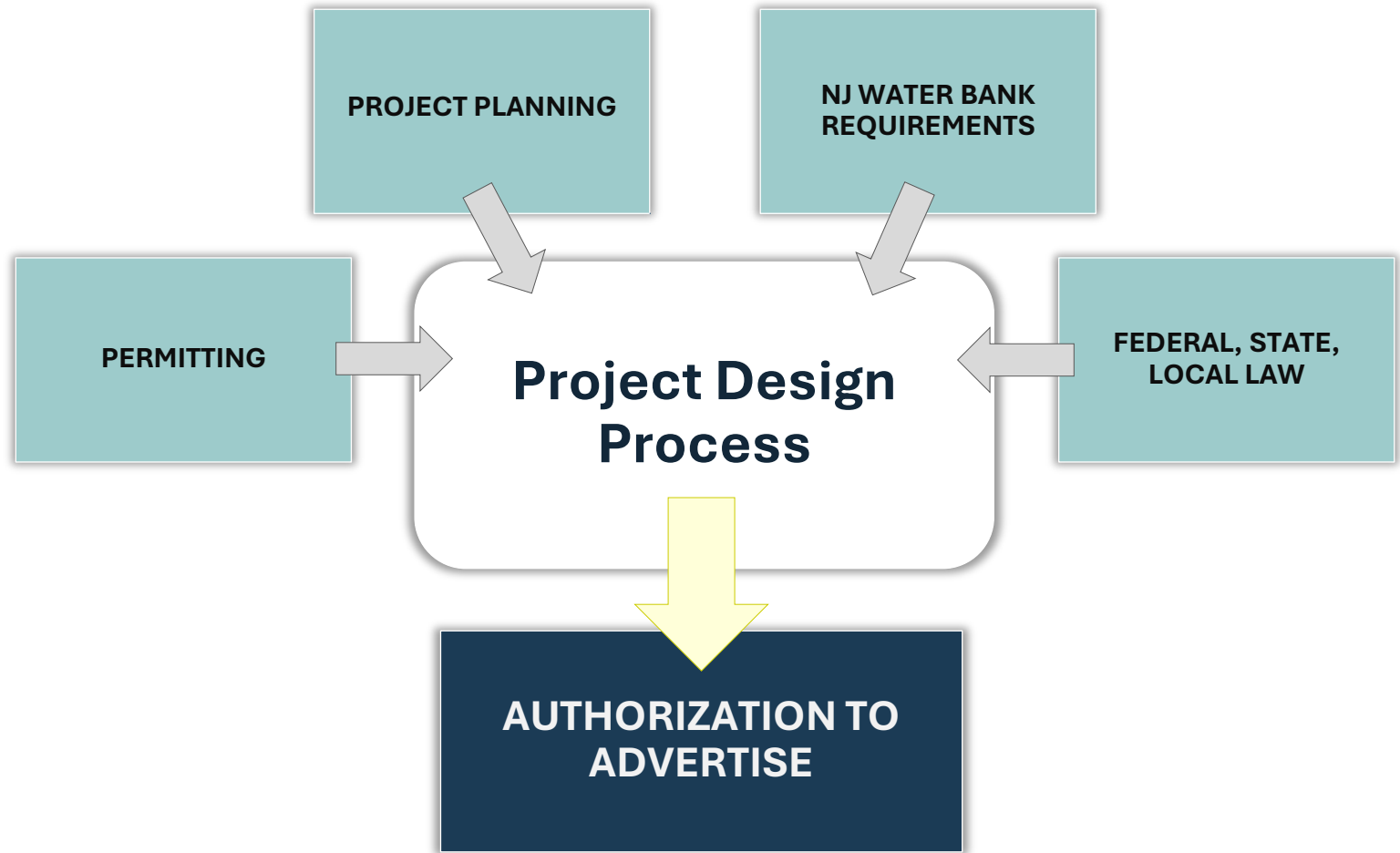
- Preliminary Engineering Requirements
- Environmental Planning
- Cultural Resource Requirements.





SRF Process - Step 4

**Development Of
Project Design And
Submittal Of
Complete Loan
Application**



Program Resources



New Jersey Water Bank Applicant Guidance

For New Jersey's Clean Water and Drinking Water State Revolving Funds



[SRF Applicant Guidance \(nj.gov\)](https://www.nj.gov/dep/water/srf/)

[NJDEP | Water Infrastructure Investment Plan | Resources](#)



Updated Requirements for Funding: Engineering Agreement

The engineering agreement Scope of Work must now include:

- Full time inspection of each service line replacement
- There are new requirements for site inspection reports for each service line replacement, which must be submitted to the NJDEP monthly during the life of the project.
- Monthly payment applications must include a table containing a line-item summary of the work performed and being billed for. This table will list all addresses worked on in said pay period.



Updated Requirements for Funding: New Inspection Report Fields

Pre-Replacement Images
of Curb/Meter/Main

Post-Replacement
Images of
Curb/Meter/Main

Date Work Performed

Type of
Replacement/Verification
Performed

Site Coordinates

Contractor That
Performed Replacement

Material Found at
Curb/Meter/Main

Material Replaced at
Curb/Meter/Main

Site Address

Resident Project
Engineer Name

And more fields....
Outlined in site inspection
report template



Updated Requirements for Funding: Site Inspection Pictures

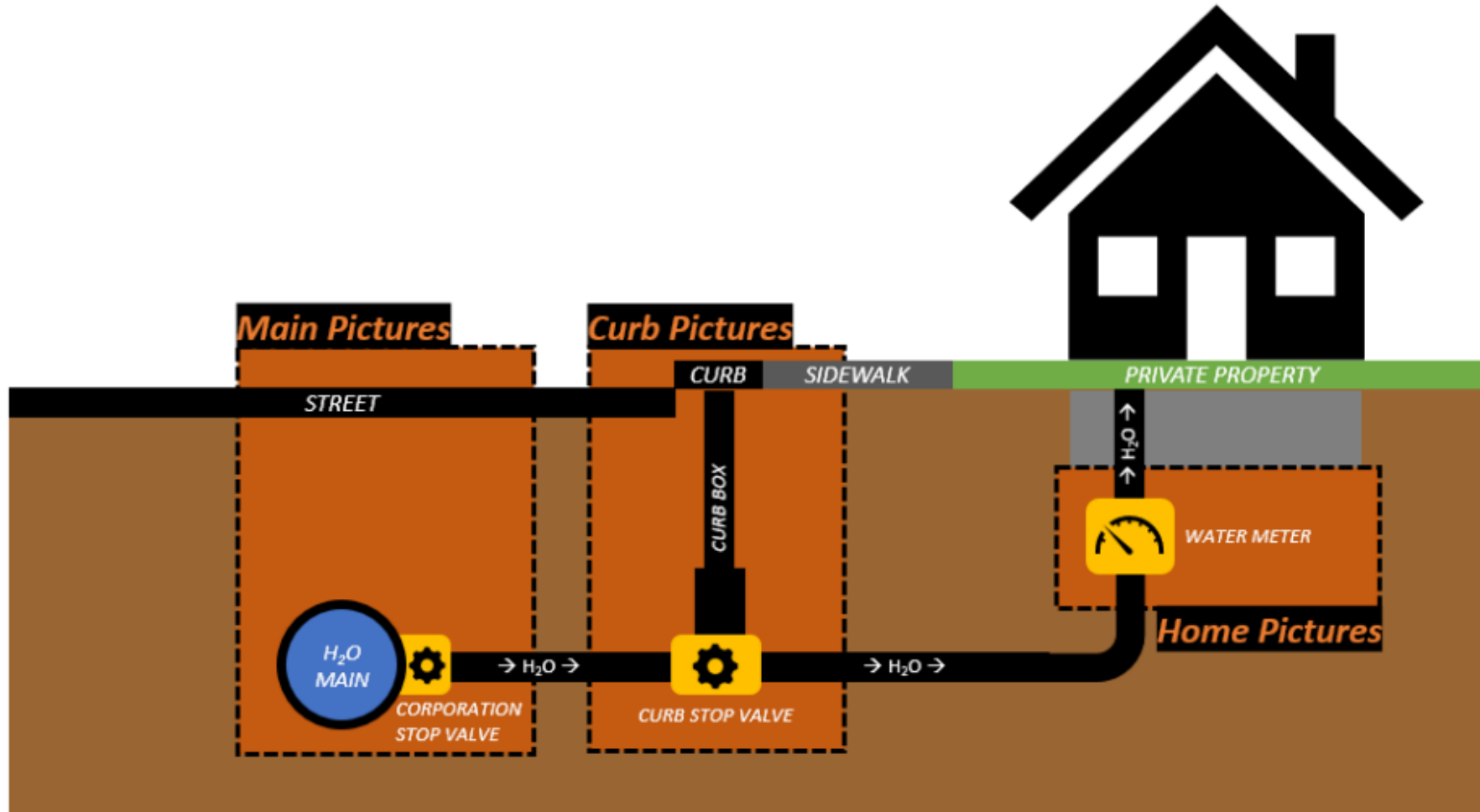


Photographs of each replacement including:

- Preconstruction condition of the worksite
- Excavated curb stop to document the materials and condition of the existing utility-side and customer side service lines.
- Clear documentation of the completed service replacement
- Photograph(s) must include geographic coordinates.
- Photographs must conform to the NJDEP-established standards (See picture on left).
- For photographs of both pre-construction and post-construction service line replacements, a minimum of 2 feet of line must be visible after each connection or valve for both homeowner side and utility (main) side replacements.

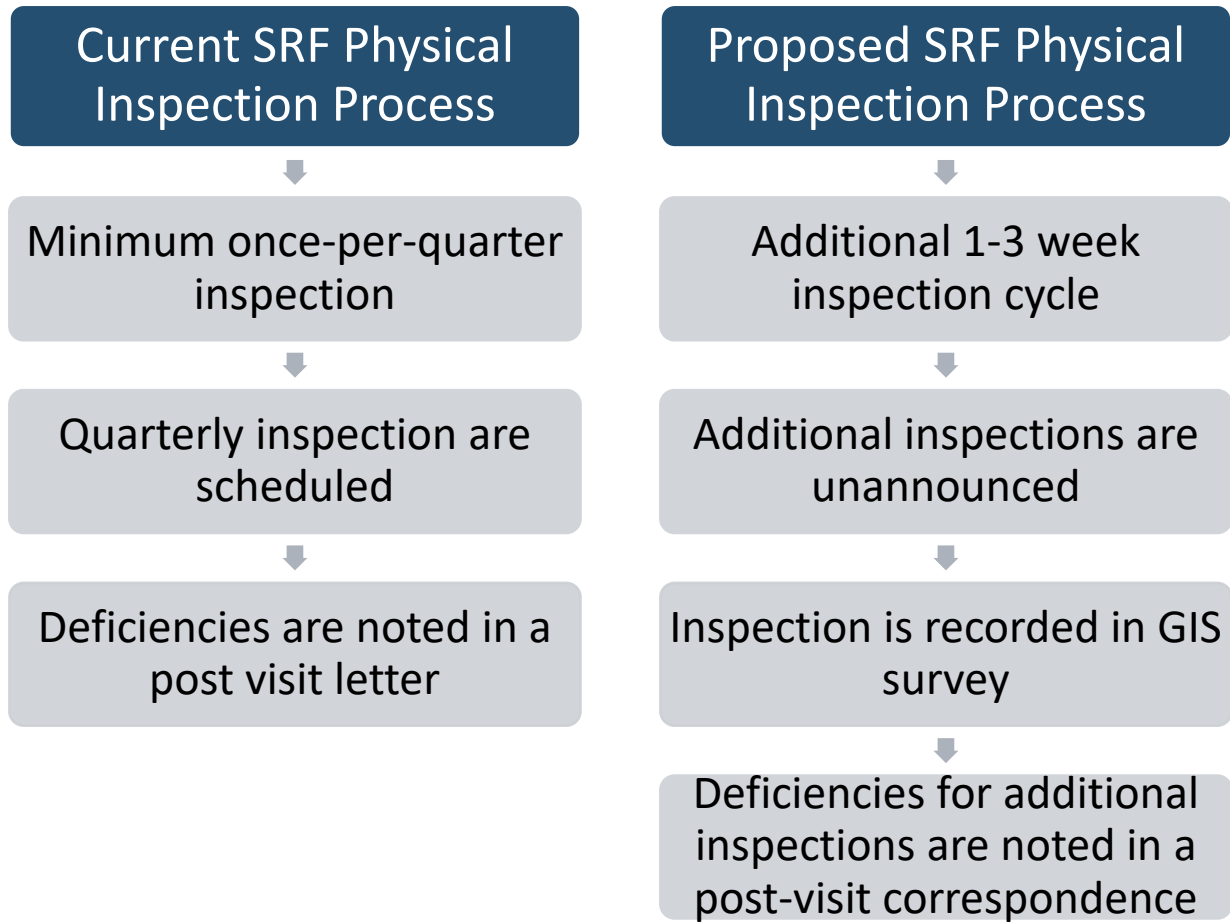
Updated Requirements for Funding: Site Inspection Pictures

Diagram 3.1 – Scope of Standardized Site Pictures





Updated Requirements for Funding: Construction Phase NJWB Procedures



- Increased frequency of NJDEP inspection to ensure that the requirements listed in Engineering Agreement are being followed
- Comprehensive NJDEP review of loanee submitted inspection reports to ensure that proper inspection procedures are being followed
- Review of submitted contractor's invoices/spreadsheets to ensure that address specific information for each LSLR has been submitted (must be in excel format).



- Code



Quick FAQ!

If a water system does not own any of the service lines in the service area, what is the system's responsibility for replacement?

Regardless of who owns the service line (customer vs water system), the water system is responsible for ensuring that these lines are replaced and must create a plan to do so. In practice, this means that water systems must set up a service line replacement program and offer to replace the service lines on behalf of the customer. The water system is not responsible for paying for the portion of the service line that they do not own.

How far must the service line be replaced into the home? Where does premise plumbing start?

All lead portions of the service line must be removed. In most cases, the lead service line portion may extend into the property at a minimum of three (3) feet after the building inlet. In properties where the meter extends beyond three (3ft), the lead line shall be replaced past the meter and up to the shut-off valve.

EPA has placed restrictions on funding galvanized service line replacements using Bipartisan Infrastructure Law funds. Will DWSRF be able to fund my galvanized service line project?

EPA has instructed all states that FFY24 and future Bipartisan Infrastructure Law funds for Lead are only to be used for lead service lines, or galvanized service lines that were previously or currently downstream of lead. However, NJDEP has remaining funds from previous fiscal year allocations that can be used for galvanized service line replacements, as well as other packages should those funds not be available. If a water system has specific questions about funding available to them for a project, please reach out to schedule a meeting to discuss further.

Questions?

Ask away!

Email us at waterbankinfo@nj.dep.gov