

# Lead Service Line Replacement Survey

## Your Response is Important

U.S. Environmental Protection Agency is seriously considering changing federal policy regarding lead service line requirements under the Lead and Copper Rule. Changes being considered have implications for systems that comply with the lead action level as well as those that do not.

Your response to this survey is critical to AWWA's efforts to ensure sound federal policy.

We would appreciate your response by June 3, 2011.

This survey includes 12 questions. Many respondents will find that they need only respond to 5 questions.

## Effort Required

We estimate that the survey can be completed in less than 15 minutes but in some water systems it may require input from several different staff.

Please complete this survey based on your knowledge of historical construction practice in your community and the best information you have available that allows a timely survey response. We realize that you may have imperfect records, particularly with respect to service lines on your customers' properties. Your response, based on information available to you, is preferable to no response.

## Instructions

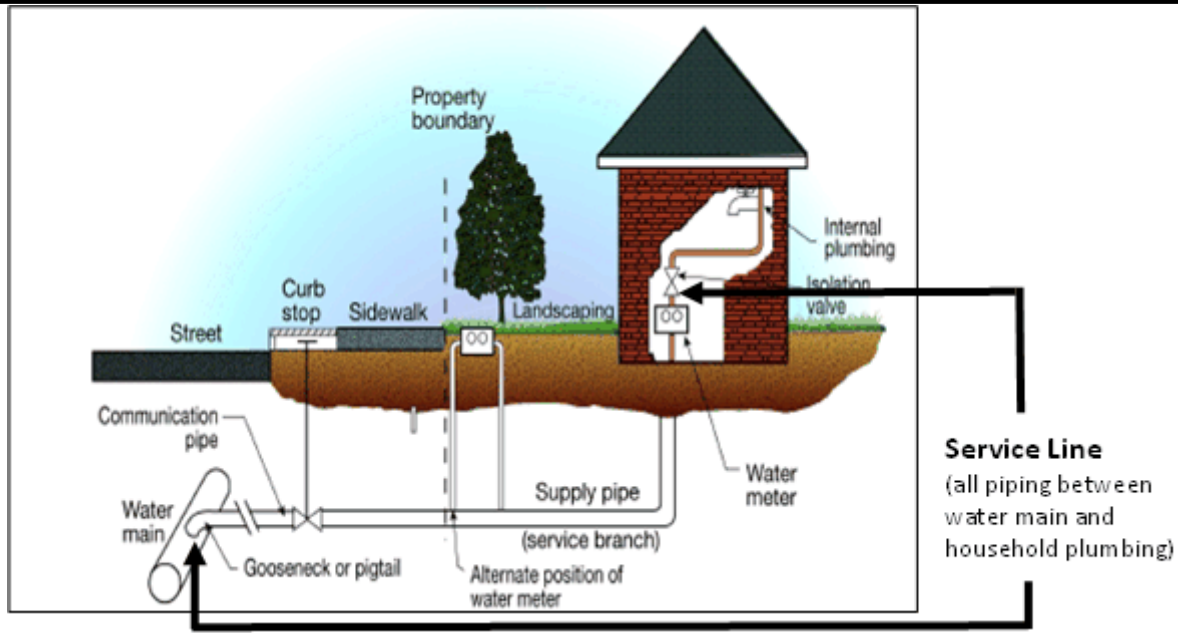
SurveyMonkey requires that the survey form be filled out completely at one time. To make completing the survey easier, simply print the survey and return to the website to complete the survey once you have the necessary responses.

## Definitions

There are many different terms used in day-to-day practice when speaking and storing data about customer service lines. For the purposes of this survey:

- The service line is the entire length of pipe between the water main and the home plumbing.
- Partial replacements are service line replacements that leave any of the lead service line in place regardless of ownership or control of the remaining lead pipe.

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## Questions

If you have any questions regarding the survey, please contact Steve Via at [svia@awwa.org](mailto:svia@awwa.org) or (202)326-6230.

## Drawing

AWWA realizes that you receive many survey requests. AWWA will be holding a drawing on June 7 for a complimentary registration to the selected recipient's choice of one of the following conferences, the 2011 Distribution Systems Symposium and Exposition & Water Security Conference or 2011 Water Quality Technology Conference and Exposition. Results of the drawing will be posted on AWWA's Government Affairs webpage and recipients will be advised directly.

### \* 1. Please indicate who is completing survey.

**THIS INFORMATION IS SOLELY FOR USE BY AWWA.**

Name:

Company:

Email:

Address:

Phone Number:

### \* 2. What is your system's Public Water System Identification Number(PWSID)?

**THIS INFORMATION IS SOLELY FOR USE BY AWWA.**

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## 3. Describe your system's Lead and Copper Rule status in 2010. (check all that apply)

- Met action level for lead
- Exceeded action level for lead
- Exceeded water quality parameters
- Conducted mandatory lead service line replacement

## 4. Are there lead service lines in your service area?

- Yes
- No
- Not sure

## 5. How many service lines are in your service area?

Total number of service lines of all types

Number of lead service lines owned by water system

Number of lead service lines owned by customer

Number of lead service lines with split ownership (i.e., customer and water system both own a portion of lead service line)

## 6. How many lead service line replacements occurred in 2010?

**REMINDER -- Partial replacements are service line replacements that leave any of the lead service line in place regardless of ownership of the remaining lead pipe.**

Partial

Full

## 7. How would you describe "typical" lead service line replacements in your system?

Average length of water system's portion (feet)

Average length of customer's portion (feet)

Average cost of replacing water system's portion(\$)

Average cost of replacing customer's portion(\$)

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## 8. What steps would be necessary to prepare a current inventory of service lines presently in service where a portion is made of lead regardless of ownership of the lead portion? (check all that apply)

- No action required, current inventory is complete
- Review and compile paper construction and inspection records
- Query available database(s) maintained by municipality(ies) served
- Query available water system database(s)
- Solicit information from homeowners (e.g., survey asking customer to conduct scratch test for lead)
- Compile information through field survey conducted by water system personnel (without entering customer premise)
- Compile information through field survey conducted by water system personnel (entering customer premise)

Other (please specify)

## 9. Which of the following are effective means of motivating your customers to engage in full-lead service line replacement? (check all that apply)

- Financial assistance to customers as an incentive to full service line replacement
- Change local ordinance to require replacement
- No viable option

Other (please specify)

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## 10. Does your water system have the legal authority to replace service lines on a customer's property? (check all that apply)

- Yes, authority granted by the state
- Yes, authority granted by local jurisdiction
- No
- Not Sure

Please include citation from state law or local ordinance providing this authority.

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## 11. Is there a state or local prohibition on improvements to private property by utilities? (check all that apply)

- Local ordinance or policy
- State law
- No specific prohibition
- Not sure

Please include state law or local code citations establishing this prohibition.

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## 12. Please help us understand how confident you are in your responses, by filling in the following matrix.

|   | Did not respond to these questions | Best professional judgement | Based on limited information | Reasonable approximation | Very confident |
|---|------------------------------------|-----------------------------|------------------------------|--------------------------|----------------|
| Estimate of the number of lead service lines                      | jn                                 | jn                          | jn                           | jn                       | jn             |
| Available authority to replace service lines on customer property | jn                                 | jn                          | jn                           | jn                       | jn             |
| Characterization of lead service lines                            | jn                                 | jn                          | jn                           | jn                       | jn             |

Would you have more detailed data you could share with AWWA, such as observed lead levels after lead service line replacement? Please describe.

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