Municipal Strategies for Increasing Enrollment in LSLR Programs

Best practices for customer engagement and property access

City of Milwaukee | Milwaukee Water Works

City of Detroit Water & Sewerage Department

Environmental Policy Innovation Center

LSLR Collaborative

Welcome

- Recording
- Q&A Feature

Agenda

- Panelist Introductions
- Automatic Enrollment Overview
- Utility Panel
- Learn More

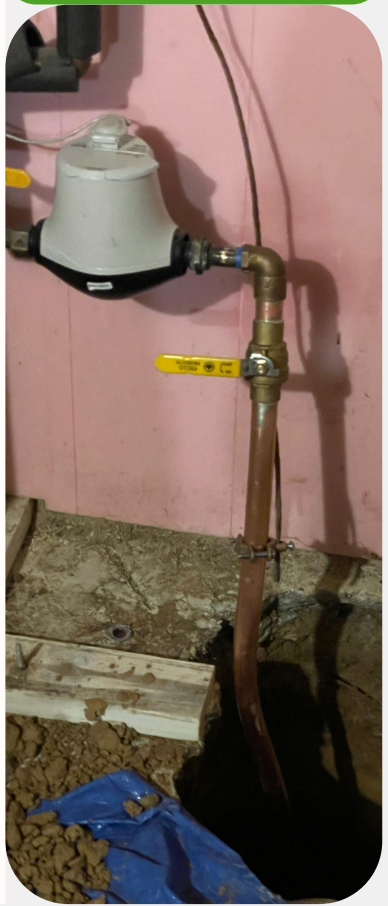
Panelists

Sonali Patel, Public Affairs Director, Detroit Water & Sewerage Department

Alejandro Munoz, P.E., M.S., Management Engineer - Lead Service Line Replacement, Milwaukee Water Works

Jack Travis, Water Law Fellow, EPIC

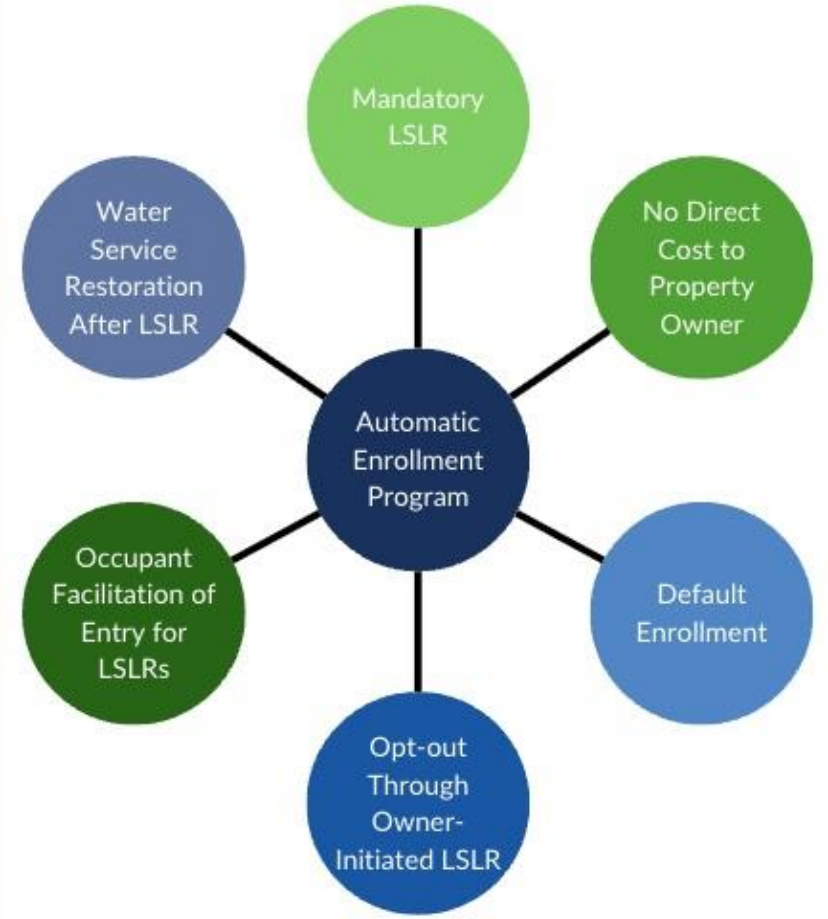
Automatic Enrollment Overview



Why Automatic Enrollment?

- Replacement challenges:
  - 1) Engage homeowners
  - 2) Gain access to private-side service lines
- Outreach and follow-up can require significant resources
- Utility strategies have increased enrollment in LSLR programs while reducing resources dedicated to engagement and access
- We call these **automatic enrollment strategies**

Automatic Enrollment Strategies



Mandatory Replacement

- A foundation for automatic enrollment strategies
- A state or local mandate requires replacement and provides notice to property owners
- Help create a legal and administrative framework

Examples: Detroit, Milwaukee, Newark, Trenton, New Jersey, Indiana, Michigan

No Direct Cost to Property Owners

- No charge prior to replacement encourages participation in projects
- An upfront charge hurts participation and slows projects
    - More expensive, piecemeal replacements
- Utilities can use diverse financing and revenue sources

Examples: Detroit, Milwaukee, Newark, Trenton, Ridgewood, Columbus, Pittsburgh, New Jersey, Michigan, Indiana, Pennsylvania

Default Enrollment

- Enrollment without requiring owners to complete enrollment or consent forms
- Reduce unnecessary and potentially confusing communications
- Replacement mandates support enrollment without express consent

Examples: Newark, Jersey City, New Jersey, Indiana

Opt-Out Through Owner-Initiated Replacement

- Owners can prove replacement to opt out of projects
    - Not opting out is opting in
- Utility coordinates replacing public-side
- Prevents delays and scattered follow-up replacements later
- Helps finalize project scopes more quickly

Examples: Milwaukee, Newark, Indiana

Occupant Facilitation of Entry for LSLRs

- Occupant provides access to water meter within property
- Utilities can proceed without landlord response
- Complete block-by-block projects more quickly by avoiding follow-up and delays
- Based on mandate and default enrollment

Example: Detroit, Newark, New Jersey, Indiana

Water Service Restoration After Replacement

- Use water disconnection during project to gain entry
- Maximizes replacements during neighborhood projects
- Replacement shouldn’t trigger long-term loss of service

Examples: Detroit (LSLR with water main replacement), Indiana

Detroit Water and Sewerage Department

- LSLR Program Background
- Lead service lines:
  - 80,000 total
  - 15,855 replaced
- Strategies:
  - Mandatory replacement
  - No direct cost to property owners
  - Occupant facilitation of entry

Milwaukee Water Works

- LSLR Program Background
- Lead service lines:
  - 65,000 total
  - >13,000 replaced
- Strategies:
  - Mandatory replacement
  - No direct cost to property owners
  - Opt-out through owner initiated replacement

Utility Panel

Panelists

Sonali Patel, Public Affairs Director, Detroit Water & Sewerage Department

Alejandro Munoz, P.E., M.S., Management Engineer - Lead Service Line Replacement, Milwaukee Water Works

Jack Travis, Water Law Fellow, EPIC

Discussion

- Prepared Questions
- Audience Q&A

Learn More

Resources and Opportunities

Resources:

- Automatic Enrollment Whitepaper
- Water Online Article
- LSLR Collaborative Webinars
- Overview of Milwaukee Prioritization Program

Opportunities:

- Connect with panelists
- Reach out for 1-1 discussion with EPIC
- Survey

That's It!

Thanks for coming!

Special thanks to Sonali Patel, Alejandro Munoz, and Casey Langan (image credit)

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