



Boston Water and Sewer Commission

LEAD REPLACEMENT INCENTIVE PROGRAM Presentation

May 27, 2020



BWSC Summary

Established by statute in 1977.

Provides water, sewer and drain services to the City of Boston.

A consecutive water system, member of MWRA.

Serves over 650,000 with 90,000 accounts

Lead Replacement Incentive Program – (LRIP)

Commission's Board created the Lead Replacement Incentive Program (LRIP) in November 2004.

The LRIP provides:

1. **\$1,000 credit** to customers of 1,2,3 family homes.
2. relay work must be performed by a Commission contractor.
3. customer pays the remaining balance either in a lump sum or over 24 months interest free on their bill.

Program was updated in 2016.

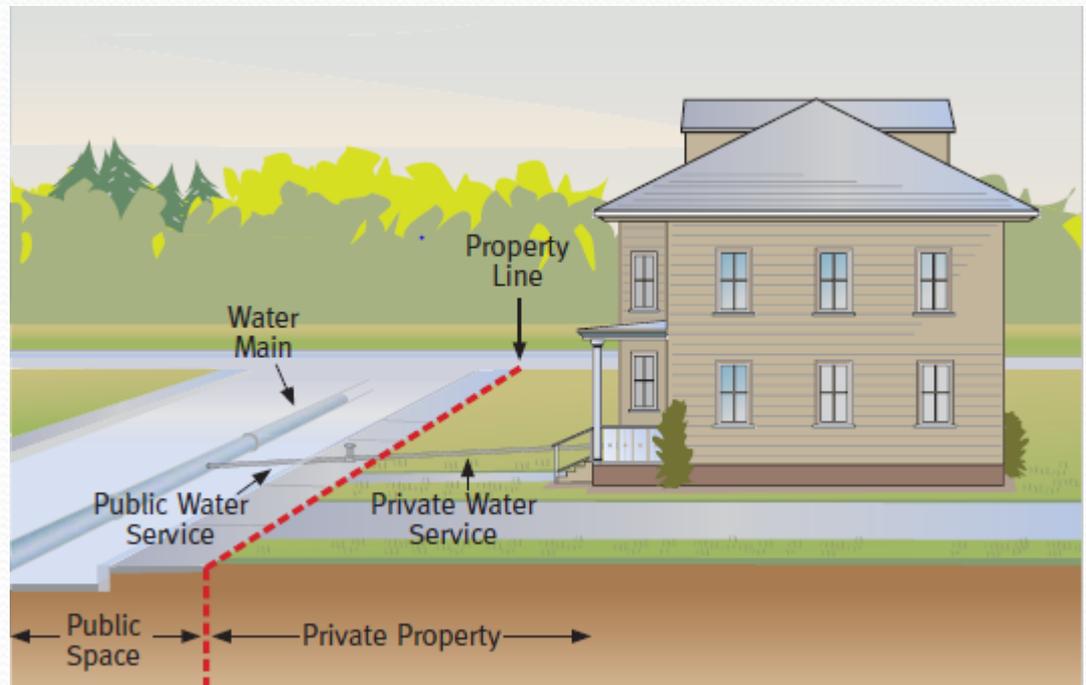
LRIP Program Details (Cont'd)

- LRIP also applies to replacements for leaks and planned construction.
- Operations personnel perform inspections
- Commission annually bids contracts to include this work.
- Initially identified suspected private lead services during AMR meter installations.
- Early 2005, sent 2 notices to all customers with suspected private lead services.
- Established a Lead Hotline (x7888) to receive and track calls from customers.
- Advertised program through brochures, our website, billing inserts and in local newspapers.

Where do we find lead service lines?

Public Lead Service Line – the portion of water service running between the water main and sidewalk, owned and maintained by the Commission. Typically service lines under 2” diameter.

Private Lead Service Line – the portion of the water service running between the sidewalk and the meter in the home, owned and maintained by the property owner.



How does the Commission Replace Lead?

Public Lead Service Lines (LSL) – As the Commission replaces and rehabilitates water, sewer and drain lines, the contractors are instructed to replace any public LSLs they locate.

1. 2005 - amended construction contracts to allow contractors to replace LSLs on private property.
2. 2005-2014: Vacuum excavations to identify services with unknown materials.
3. Reduced unknowns from 22,000 in 2005 to 3,703 in 2020.
4. Currently **0** active public LSLs and 81 inactive public LSLs.

Private Lead Service Lines (LSL) – In addition to LRIP actions, Commission will not allow a customer to re-activate an abandoned service or connect to lead without replacing the LSL. Since lead can become brittle and break, a number of properties replace leaking private LSLs through the LRIP.

Financing Lead Replacement

- **Public Lead Line Replacement:**

Replaced primarily through construction and financed through the CIP budget. Some are replaced through maintenance budget through Operations functions.

- **Private Lead Line Replacement (LRIP):**

Financed through the Current Expense Budget for Operations, unless performed through a construction contract. Customers reimburse the Commission for costs exceeding the credit.

Implementation of the LRIP Program

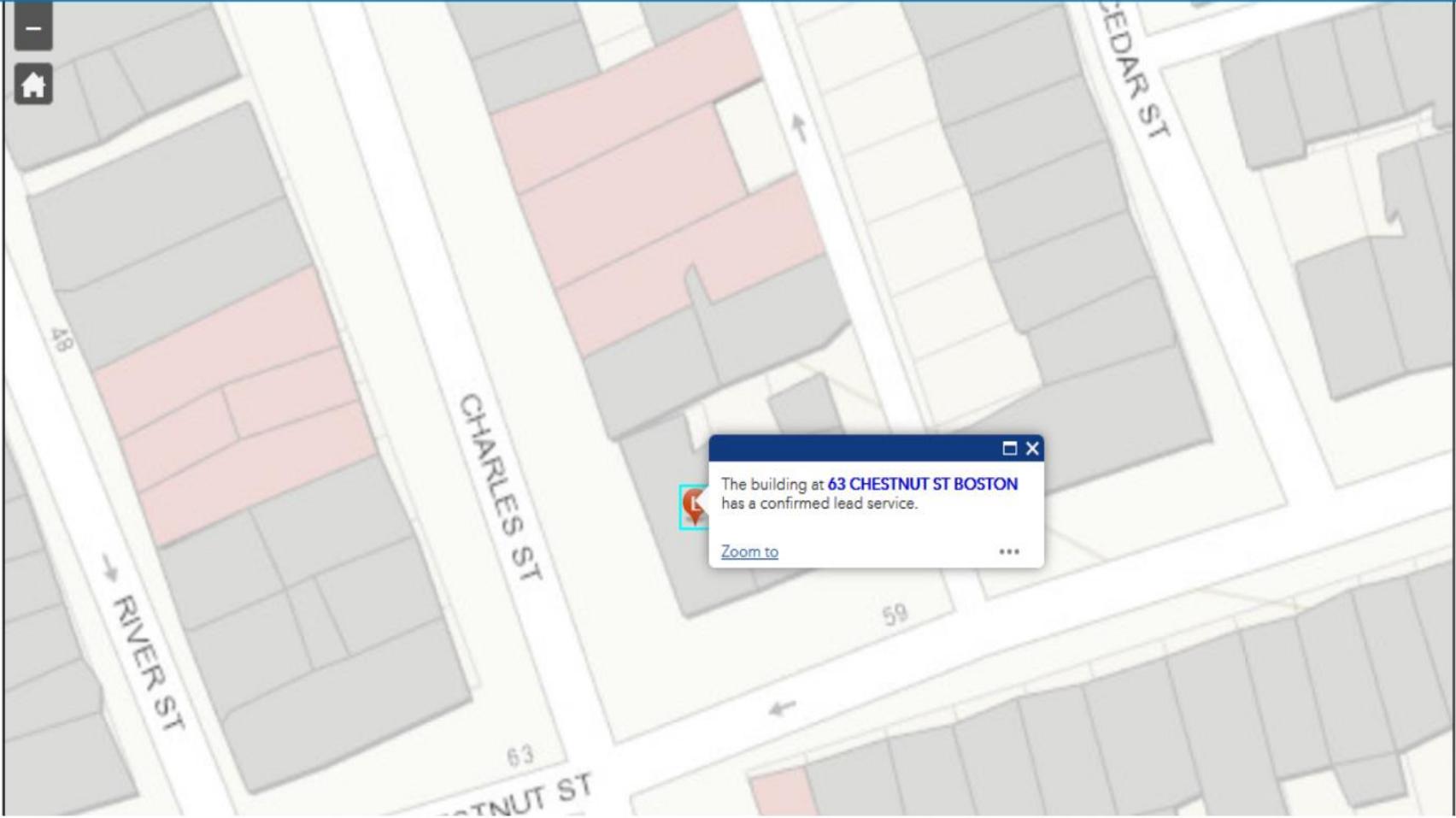
- How did deliver our message to our customers?
 - Direct Mailings: 9,000 letters in 2005
 - Public Education & Outreach – PSA's, newspapers, billing inserts, revised brochures, targeted mailing (daycares, schools, pediatricians, etc.)
 - LSL maps & website information
 - Customer contact during construction

Lead Maps

- In 2006, utilizing list of properties with suspected lead services, published inter-active lead maps on the website.
- Updated these maps monthly
- Maps inform both customers and residents (including tenants)
- Residents and tenants do not typically get mailings or billing inserts.
- Updated the website, maps and information regarding lead in 2019.

BWSC Lead Maps on the Website

<https://www.bwsc.org/environment-education/maproom/lead-service-map>



LRIP Program Update March 2016

- March 2016, in coordination with Mayor Walsh, the Board of Commissioner's updated the LRIP program to:
 - a. increase the incentive from \$1,000 to \$2,000
 - b. extended the payment plan from 24 months to 48 months
 - c. increase eligibility to all properties with a service 2" or less.
- The Commission re-evaluated its suspected LSL inventory, reviewed records between 2004 and 2016.
- Revised inventory of suspected lines from 3,246 to 5,084.
- Sent targeted mailing to those 5000+ customers announcing the changes to the LRIP program. Sent another mailing in 2017.
- Commission replaced 1088 private LSLs under this program between April 2016 and April 2020, reducing inventory to 3,996.

LRIP Program Summary

	2005 -2015	2016 - 2020
Lead Hotline Calls / Requests	2,160	1,780
Private LSLs Replaced	1,376	1,088
Incentives Paid	\$1,376,000	\$2,176,000
Letters / Notices Sent	9,000	9,400

Estimated Suspected Lines Outstanding – 3,996

New Billing System – UMAX

- Since 1988, the Commission utilized a legacy billing system.
- Commission implemented a new CIS system, UMAX that successfully launched in September 2019.
- The new billing system integrates a number of software platforms.
- Allows for both automated letter generation and electronic notification (email, text)
- Expect new mailings and electronic notices to customers in the Fall of 2020.

Questions?

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