



**ERIE COUNTY WATER AUTHORITY
INTEROFFICE MEMORANDUM**

June 5, 2019

To: Jerome D. Schad, Chair
Mark S. Carney, Vice Chair
E. Thomas Jones, Treasurer

Cc: Terrence D. McCracken, Secretary of the Authority
Karen A. Prendergast, Chief Financial Officer
Margaret A. Murphy, Attorney
Russell J. Stoll, Executive Engineer
Steven D'Amico, Business Office Manager
Jeffrey Schlierf, Acting Manager of Information Technology

From: Sabrina Figler, Director of Water Quality

Subject: 2019 Lead and Copper Testing

On February 7, 2019, I presented the Board of Commissioners (the "Board") with a timeline setting forth certain milestones to be achieved for the 2019 Lead and Copper Study. The Water Quality Department is proud to report many of the milestones set in the timeline have been completed in a timely manner. The following are the completed milestones:

- (1) ECWA has acquired all necessary testing materials and has retained the laboratory services necessary to conduct these tests;
- (2) Water Quality provided the Business Office with phone lists of customers whose homes have been identified with lead service lines (LSL) and copper lines with lead solder (CLS);
- (3) phone scripts were delivered;
- (4) customer service representatives have made multiple attempts to reach these customers identified on the LSL and CLS lists;
- (5) after a homeowner indicated his/her home had LSL and agreed to participate in the study, the customer service issued L-Orders to the meter shop, to verify the LSL;

- (6) written instructions to accompany the testing kit have been prepared;
- (7) extensive educational materials have been prepared for the Authority's website, Facebook page and Twitter account;
- (8) targeted postcards and emails have been sent to ECWA customers soliciting their participation in the 2019 Lead and Copper Study; and
- (9) sample letters have been prepared for homes with reported, elevated lead levels and the necessary steps to limit lead exposure.

Under EPA Guidelines, the Authority must test a minimum of 25 homes with LSL and 25 homes with CSL. It was my original goal to have 50 LSL homes and 50 CSL homes confirmed for testing by the end of March. By the end of March, ECWA had confirmed and verified 60 homes with CSL for the study.

Despite our best efforts, ECWA has only been able to confirm and verify 16 homes with LSL, as of this date. We have much work ahead of us to reach the 25 minimum or the goal of 50 for homes with LSL. We also originally indicated a goal to have all testing completed by the end of June.

When we present the Board with this milestone timeline, we left ample time to complete the study before the October 10, 2019 deadline. We need to re-group and to deliver a new plan to reach our goal of 50 homes with LSL so testing can be completed by the end of August, leaving us sufficient time for having the homes tested and re-tested prior to October 10.

The Board should also be aware of the efforts made by our team to identify these 16 LSL homes. Originally, customer service representatives were given a list of 125 homes previously identified with LSL. Forty-three (43) homeowners agreed to participate, generally 43 L-Orders. From these 43 L-Orders, the meter shop verified 13 homes with LSL. After a second round of calls were made to the list, three more homeowners agreed to participate, but none of these homes qualified for testing.

By April 17, 2019, the IT Department posted on the ECWA website information relating to the 2019 Lead and Copper Study and to how to limit exposure to lead. E3 directed traffic to the website using the ECWA Facebook and Twitter account.

Next, the Business Office identified more than 56,000 homes within the ECWA direct and leased service areas built prior to 1950. From this list, ECWA identified 1,057 homes built in 1926 and 1927, and sent postcards to these homes

offering free lead testing. Both the social media and postcard efforts generated a handful of calls.

At the end of April, customer service representatives asked new customers purchasing homes built prior to 1950 whether they wanted to participate in the study. This effort generated a little more interest, but not enough to reach the goal line.

Finally, ECWA emailed more than 12,000 customers with the same information contained in the postcard and directing customers to the ECWA website for more information. This was a more successful effort to attract participants.

As of this date, the meter shop has gone to 113 homes and has verified only 16 single family homes with LSL. We welcome any suggestions from the Board as to methods used to reach our testing goals.

In closing, I would like to extend my thanks and gratitude to Terry McCracken, Karen Prendergast, Steve D'Amico, Jeff Schlierf, John Weider, and Margaret Murphy, all of whom have pulled together as a team. Additionally, Joe Hlavaty and his customer service team and Ben Barber and his meter shop team should be commended for their hard work and the over-time spent on identifying customers with LSL.

If you have any questions, please do not hesitate to contact me prior to the meeting. Otherwise, I will be present at the June 13th meeting to answer any questions.