

A young girl with long brown hair is shown in profile, looking at her hands which are covered in white soap suds. She is standing at a kitchen sink with a chrome faucet. In the background, there is a window with white tiles and a bottle of green dish soap on the counter. The lighting is warm and natural, suggesting a bright day.

# Lead Service Line Replacement Program

PSC Update – July 10, 2019

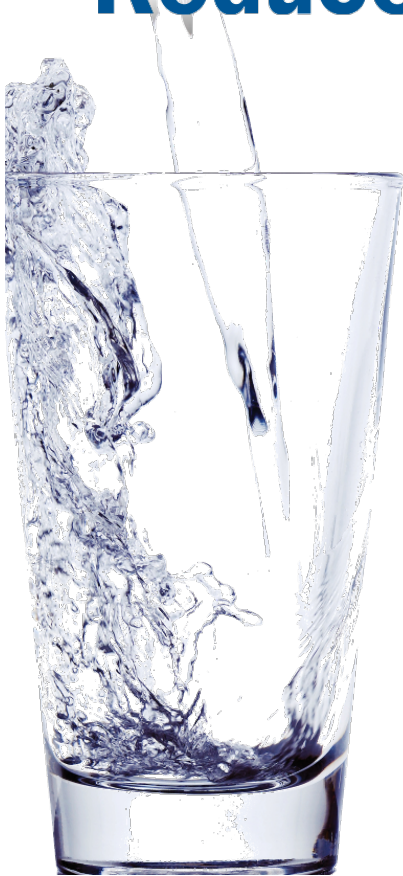


MISSOURI  
AMERICAN WATER

# Missouri American Water's Approach

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American Water's Program to  
**Reduce Potential Lead Exposure**  
in Drinking Water



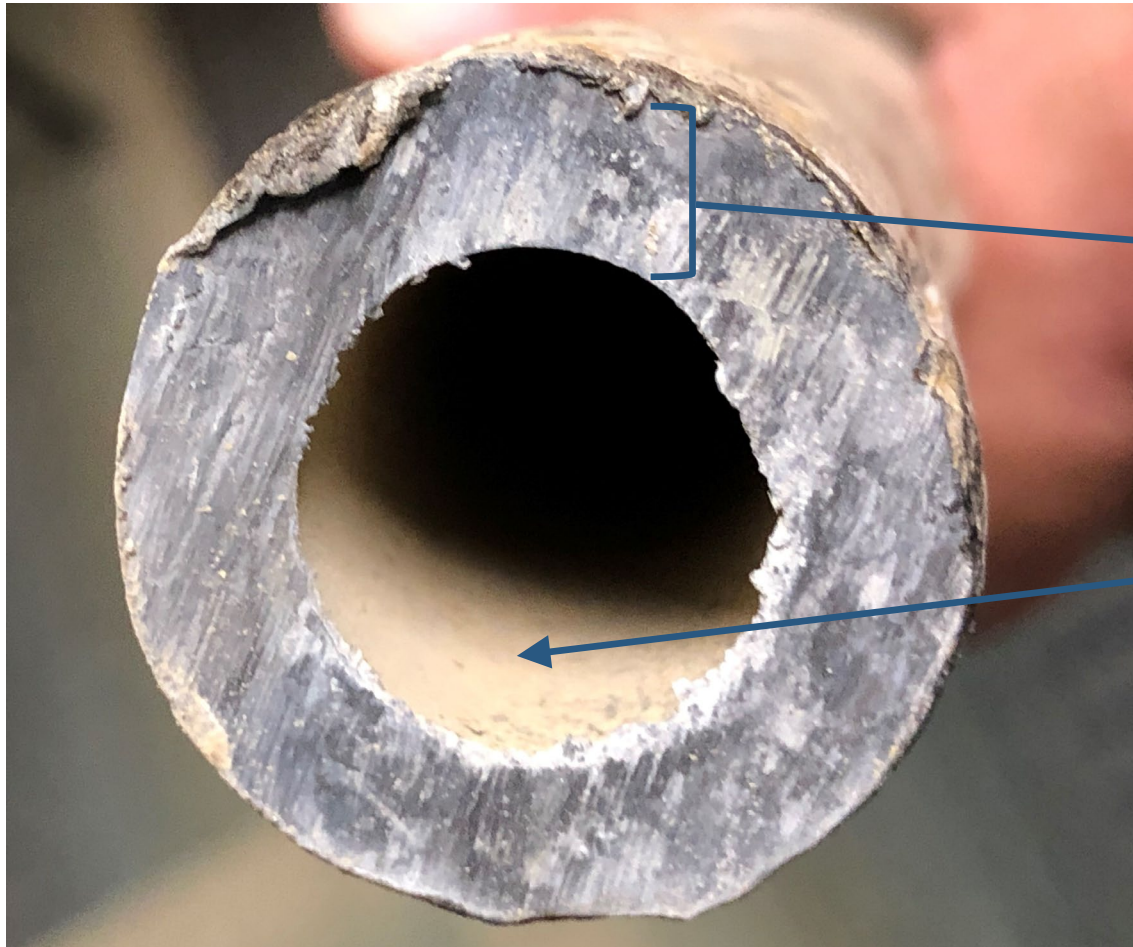
-  **Treat**
-  **Monitor**
-  **Find**
-  **Replace**
-  **Flush**
-  **Educate**



Customers are at the  
**CENTER** of What We Do

# Lead Service Line Cross Section

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**Lead Service Line** – Water passing through lead pipes is a health risk for customers

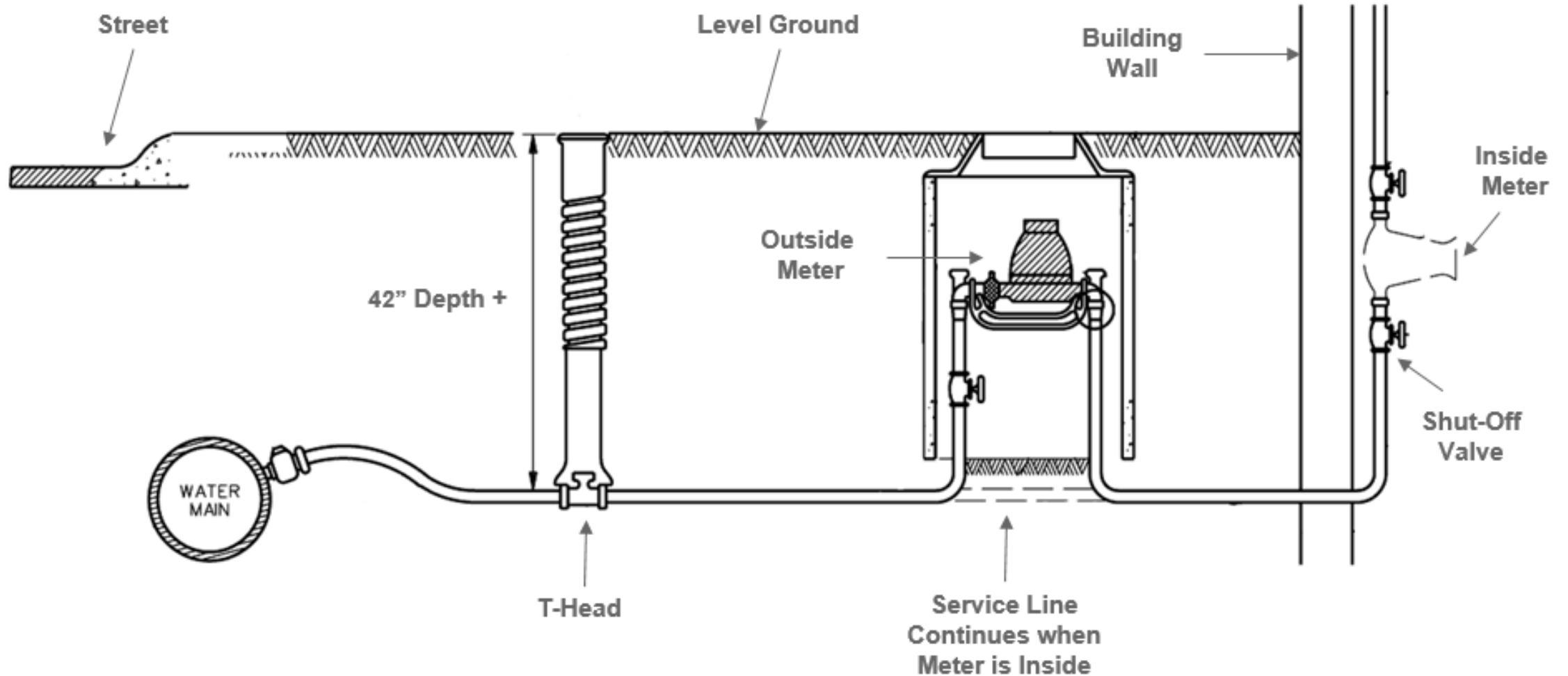
**Lime Scaling** – Protects customers from lead exposure

# MAWC Lead Service Line Program Overview

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- MAWC is replacing lead service lines when discovered during main replacement projects
- The potential presence of lead service lines is not part of MAWC's main replacement prioritization
- Through May 2019, we have deferred \$8.5 million to replace approximately 2,000 lead lines
  - Estimated 30,000 lead service lines in MAWC service areas statewide

# Customer Service Line Components



# Customer Communications

PLEASE ALLOW US TO REPLACE YOUR SERVICE LINE AT THIS TIME IF IT'S MADE OF LEAD.

HERE'S WHAT TO EXPECT...

**CALL US.**  
Contact us, and we will explain the process and answer your questions.

**HAVE YOUR SERVICE LINE CHECKED.**  
We can check to see if your line is lead while we are working on your street.

**WE'LL CHECK YOUR LINE.**  
Our contractor will check to see if your service line is made of lead.

**WE'LL LET YOU KNOW IF YOUR LINE IS LEAD.**  
This may involve our contractor obtaining a mark out of underground utilities and marking your home electrical system grounding.

**WE'LL LET YOU KNOW IF YOUR LINE IS LEAD.**  
In addition, we may need to dig out a few small test pits over your existing service line to determine your service line material. The number and size of test pits may vary.

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Our contractor will check to see if your service line is made of lead.

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This may involve our contractor obtaining a mark out of underground utilities and marking your home electrical system grounding.

**WE'LL LET YOU KNOW IF YOUR LINE IS LEAD.**  
In addition, we may need to dig out a few small test pits over your existing service line to determine your service line material. The number and size of test pits may vary.

**AGREE TO HAVE YOUR SERVICE LINE REPLACED.**  
First, we'll meet with you to discuss the project specifics and how to prepare the work area.

**AGREE TO HAVE YOUR SERVICE LINE REPLACED.**  
Then, before we can proceed, the property owner must sign and return an agreement to allow our contractor to work on your property.

**WE'LL REPLACE THE LEAD SERVICE LINE.**  
Our contractor will install the new water service line. This generally can be done in one day.

**WE'LL REPLACE THE LEAD SERVICE LINE.**  
Any needed lawn, driveway or sidewalk restoration work may take additional days, but there's no need for you to be home while we complete the restoration. You may want to store a few gallons of water for drinking while the replacement work is being done.

**FLUSH YOUR PLUMBING.**  
Your household plumbing will need to be flushed to remove any pipe scale that may have come loose during construction.

**FLUSH YOUR PLUMBING.**  
This step should be completed BEFORE you consume tap water or use hot water. This also is a good time to clean aerators.

**WE'LL COLLECT A WATER SAMPLE.**  
When the work is completed, we will schedule a time to collect a water sample(s) after flushing.

**WE'LL COLLECT A WATER SAMPLE.**  
Once available, we will inform you of the results.

**LEARN MORE**

**CALL US:** Contact our project manager at the number provided on the front page. Customers can also contact our Customer Service Center at 1-800-426-4791, M-F 7 a.m. - 7 p.m. For emergencies, we're available 24/7.

**ONLINE:** Use an email you use to reduce the potential for lead exposure are attached and can be found online at [missouriamwater.com](http://missouriamwater.com). Under Water Quality, select Water Quality Reports.

**FOR MORE INFORMATION ON DRINKING WATER IN GENERAL:** Call the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.

Note: We do not collect any services in this program.

## SERVICE LINE ASSESSMENT RESULTS

Today, we assessed your service line and found that portions appear to be made of lead or contain lead:

- WE WOULD LIKE TO TALK TO YOU ABOUT REPLACING THE LEAD PORTION OF YOUR SERVICE LINE DURING OUR COURSE OF WORK.** Please contact us at the number listed below.
- FLUSH BEFORE USING WATER FOR DRINKING OR COOKING.** You should flush your household plumbing to remove any pipe scale that may have come loose in the process of checking your service line. Pipe scales may contain lead from old plumbing. To flush your line, please remove the aerator on the faucet(s) used for drinking or cooking, and run the water for 5 minutes before use. Then, clean and replace the aerators on the faucet(s).

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

Date: \_\_\_/\_\_\_/20\_\_\_ Time: \_\_\_:\_\_\_ a.m. / p.m.

## 72-HOUR WATER SAMPLE REMINDER

We haven't received your call to pick up your second water sample, so we thought we'd check to make sure you are still interested. If you are, the sample should be collected as soon as you can, preferably within 72 hours (3 days) of the repair using the kit that was provided. If you have any questions or need a replacement kit, please contact us at the number listed below.

**Sampling Instructions for the Customer**

- AFTER** water has sat motionless for **AT LEAST 6 HOURS**, gently open the kitchen cold water tap and fill the sample bottle to the top. This can be first thing in the morning or after returning home from work, etc. **NOTE:** If a water treatment unit or filter is attached to the plumbing system or faucet, please remove the filter or bypass the unit before sampling.
- Turn off water and tightly cap the sample bottle.
- Fill out the bottle label: Check Customer Box and complete Address, Sample Location, Collect Date, and Collect Time.
- Call us to pick up your water sample.

Name \_\_\_\_\_  
Phone \_\_\_\_\_

**LEARN MORE:** For more information on your water quality and ways to reduce your potential exposure to lead, call us or visit us online at [www.missouriamwater.com](http://www.missouriamwater.com). Under Water Quality, select Lead and Drinking Water.

Date: \_\_\_/\_\_\_/20\_\_\_ Time: \_\_\_:\_\_\_ a.m. / p.m.



## LEAD WATER SERVICE LINE REPLACEMENT



The Customer elects for the Company to replace the Customer's lead water service line:  CHECK HERE

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to Missouri American Water Company (the "Company") and to its approved contractors and/or subcontractors a license to enter upon the Customer's property at the address shown below ("Property") for the purpose of connecting the Customer's residence to the Company water main adjacent to the Property, at no cost to the Customer.

PROPERTY ADDRESS: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

The Customer represents that the Customer is/are the sole owner(s) of the Property at the address shown above and/has/have sole authority to agree to this License.

The term of this license shall be six (6) months following the date set forth below.

The Company or its approved contractors and/or subcontractors will install a Customer connecting line from the Installation to the Customer's residence. The Customer connecting line is currently and will continue to be owned and maintained by the Customer.

**CUSTOMER ACKNOWLEDGES THAT IF ANY UPGRADES TO THE CUSTOMER'S INTERNAL PLUMBING ARE REQUIRED, IT WILL BE AT THE SOLE COST OF THE CUSTOMER. THIS INCLUDES, BUT IS NOT LIMITED TO, ANY REQUIREMENT BY A GOVERNMENTAL ENTITY TO MEET APPLICABLE PLUMBING CODE(S).**

Upon completion of the work necessary to effect the new connection, the Company will restore the Customer's Property as nearly as practicable to its former condition. The Company warrants the workmanship of its installation of the Customer service line for a period of 12 months following the date set forth below, with the Company's liability limited to the cost of repairing or replacing the Customer service line.

**THE CUSTOMER ACKNOWLEDGES THAT THE CUSTOMER HAS RECEIVED THE "IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD" AND "LEAD" INFORMATION SHEETS PROVIDED BY THE COMPANY.**

**IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT THE COMPANY'S COST AND THE COMPANY'S AGREEMENT TO PROVIDE A 12-MONTH LIMITED WORKMANSHIP WARRANTY, THE CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE COMPANY AND/OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.**

### CUSTOMER

Signature _____	Signature _____
Print Name _____	Print Name _____
Date _____	Date _____
Email _____	Email _____
Phone _____	Phone _____
<b>MISSOURI-AMERICAN WATER COMPANY</b>	
Signature _____	Print Name _____
Date _____	Phone _____

PLEASE RETURN TO: \_\_\_\_\_

MO.SLS.R 04-2018



**FOR MORE INFORMATION**

Missouri American Water meets all drinking water standards related to lead. Basic information about lead, the steps we take—along with tips on what you can do—to reduce the potential for lead exposure can be found using the resources listed below.

For example, older plumbing fixtures like faucets, valves and solder can contain small amounts of lead, so flushing can help reduce lead exposure.

### RESOURCES

Visit us online at [missouriamwater.com](http://missouriamwater.com). Under Water Quality, select Lead and Drinking Water.

**USEPA's Safe Drinking Water Hotline:** 1-800-426-4791

**National Lead Information Center:** 1-800-424-LEAD

Information on Home Water Filters: [www.nsf.org](http://www.nsf.org)

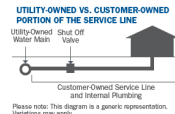
Please note: homeowners are responsible for their home plumbing.

MO.SLS.L 7a 04-2018

## FLUSHING INSTRUCTIONS

TODAY, WE REPLACED THE FOLLOWING AT YOUR PROPERTY BECAUSE IT CONTAINED LEAD:

Customer-owned portion of the service line  
 Other \_\_\_\_\_



Your household plumbing will need to be flushed to remove any pipe scale that may have come loose during construction, in case it contains lead.

**PLEASE TAKE THE FOLLOWING STEPS TO MINIMIZE YOUR EXPOSURE TO ANY SCALE THAT MAY HAVE BEEN RELEASED. IMMEDIATE WHOLE HOUSE FLUSH**

Flush your household plumbing BEFORE you consume tap water or use hot water. This includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as ice makers and filtered water dispensers.

- Find the closest cold water tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using outside faucet, please use a hose to safely direct water away from your home. If applicable: Remove the faucet aerator and bypass any home treatment unit(s).
- Fully open the cold water tap and let the water run for at least 30 minutes.

Next, flush the remainder of your household plumbing as follows:

- Find all cold water faucets that will drain properly into a basin, tub, shower or laundry tub. Flush with aerators on. Skip any faucets where aerators can not be removed. If applicable: Remove any filter devices.
- Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
- Let the water run for at least 30 minutes at the last tap you open on the top floor.
- Turn off each tap starting with the taps top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

### DAILY AND MONTHLY MAINTENANCE FOR SIX MONTHS

Other steps to help manage your potential exposure include:

- DAILY (for six months):** Each morning or any time the water in the faucet has gone unused for more than six hours, flush your tap for five minutes before using any water for drinking, cooking or making infant formula.
- MONTHLY (for six months):** Remove and clean all faucet aerators. After six months, clean aerators twice a year.

\*Source: American Water Works Association (AWWA)

### QUESTIONS?

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Date: \_\_\_/\_\_\_/20\_\_\_ Time: \_\_\_:\_\_\_ a.m. / p.m.

**QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.**



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### QUESTIONS

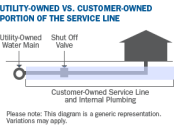
Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

## FLUSHING FOLLOWING A PARTIAL LEAD SERVICE LINE REPLACEMENT

TODAY, WE CONNECTED YOUR SERVICE LINE TO THE COMPANY'S NEW MAIN IN THE STREET.



Your customer-owned service line contains lead. As a result, your household plumbing will need to be flushed routinely to remove any pipe scale that may come loose, in case it contains lead.

**PLEASE TAKE THE FOLLOWING STEPS TO MINIMIZE YOUR POTENTIAL EXPOSURE TO LEAD.**

### IMMEDIATE WHOLE HOUSE FLUSH

Flush your household plumbing BEFORE you consume tap water or use hot water. This includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as ice makers and filtered water dispensers.

- Find the closest cold water tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using outside faucet, please use a hose to safely direct water away from your home. If applicable: Remove the faucet aerator and bypass any home treatment unit(s).
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- Let the water run for at least 30 minutes at the last tap you open on the top floor.
- Turn off each tap starting with the taps top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

### ONCE EVERY TWO WEEKS FOR THREE MONTHS

Repeat whole house flushing instructions 3-7 above.

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Date: \_\_\_/\_\_\_/20\_\_\_ Time: \_\_\_:\_\_\_ a.m. / p.m.

# Customer Communications

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- If lead is discovered during a service line replacement, the customer is provided a packet of information regarding the dangers of lead and an agreement to allow MAWC to replace the lead service line
- Customers who sign the agreement are provided information about flushing and the replacement is scheduled
- Customers who refuse replacement or are non-responsive are provided information about partial replacements and flushing

# Customer Communications

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- Once the replacement is complete, the plumber will do the initial flushing and take a water sample.
- A second sample is taken after 6 hours with no usage. This can be taken by the plumber or the customer.
  - If the customer does not provide the sample within 72 hours they are contacted
- The samples are tested for lead by the American Water lab, and the pass/fail results are provided to the customer
  - If the sample shows lead, it is retested



# Lead Line Working Docket

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- As part of MAWC's most recent rate case Order (WR-2017-0285), a working docket was to be established for lead line replacements
- Working Docket Activity:
  - December 2018 – January 2019 – MAWC worked with Staff to determine appropriate scope of information to include the Company's initial annual report
  - February 14, 2019 - Staff formally requested a working docket be opened
  - February 15, 2019 – MAWC filed annual report, as ordered by the Commission
  - February 20, 2019 – Staff's request approved by the Commission
  - February 27, 2019 – MAWC, Staff and OPC met to review the Company's annual report



**MISSOURI**  
AMERICAN WATER