Lead Service Line Replacement Program

PSC Update – July 10, 2019
Missouri American Water’s Approach

American Water’s Program to
Reduce Potential Lead Exposure
in Drinking Water

Customers are at the CENTER of What We Do
Lead Service Line Cross Section

**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

• 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

- Street
- Level Ground
- Building Wall
- Inside Meter
- Shut-Off Valve
- T-Head
- Outside Meter
- Service Line Continues when Meter is Inside
- 42" Depth +

WATER MAIN
Customer Communications

• 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

• 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

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.