

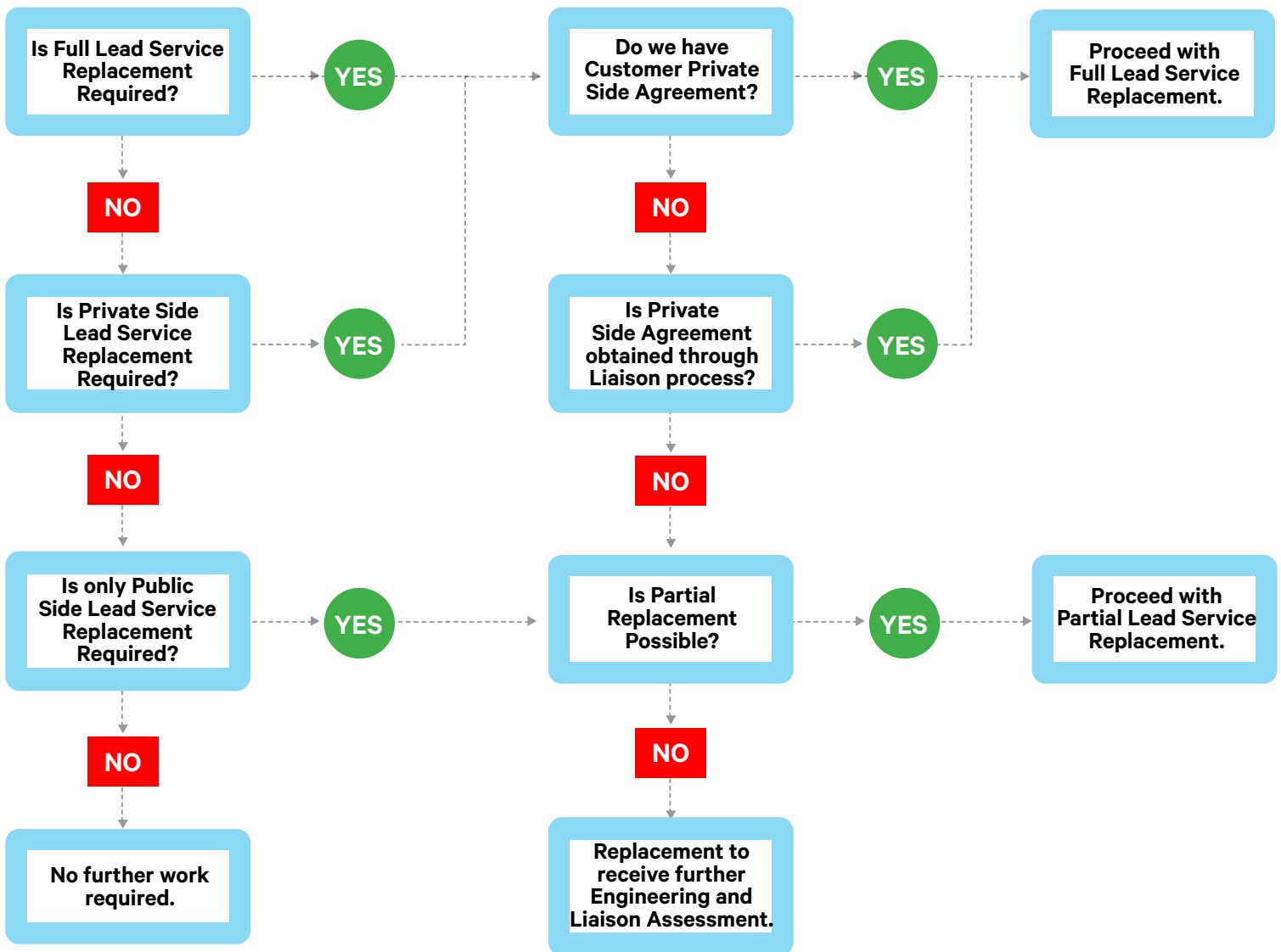
HAVE LEAD SERVICE LINES AND **NEED FUNDING** AND **EFFECTIVE SOLUTIONS?**

Milhouse and Arcadis will help your community with best practices to deliver a successful program.



Define the program: A successful program starts with clear statement of why this program is critical for maintenance and betterment of the public health. This should be accompanied by a clearly defined scope which describes the work to be done and how it will affect the resident and the property.

Create a workflow: A program like this will include a very repetitive sequence of actions; however, there will be unique situations and nuances at almost every location. Development of a definitive workflow will allow contractors to easily select the appropriate predetermined resolution when they encounter unexpected situations and/or unforeseen conditions. **Here's an example of a workflow:**





Interagency coordination: Coordination of all city agencies upcoming projects can mitigate customer and public impacts with the added benefit of reducing the associated design, permitting, and construction costs for the agencies taking part in each betterment opportunity. The program should gather information on planned infrastructure work and conduct a desktop analysis to understand how the various projects impact each other and identify opportunities for collaboration. For example, if DOT and Water Agency has planned a street resurfacing project that will start in 18 months, the Water Agency should plan to conduct their water main and service line replacements ahead of the DOT and Water Agency project. This will save money on restoration costs and minimize the impact to the residents.

Community outreach and buy-in: The best scenario for a service line replacement program is to make it mandatory and make it free. If this is not an option due to local laws, it is critical to educate the residents on the benefits of having their service lines replaced and getting their commitment to participate. High resident participation will provide efficiency in scheduling and implementation which will lower overall program cost. Having an effective community outreach plan is key.

Opportunity for social equity: It is well documented that lead service lines are a health hazard. The city can use the lead service line replacements to promote social equity by prioritizing the work in the most underserved areas. Funding may be available to help subsidize the homeowners' portion of the cost.



Accurate Data Management: A lead service line replacement program provides an opportunity to update existing asset information for all unknowns. Creative use of GIS, asset and work order management, field-based data capturing technology, along with the established workflow and SOP documents increases accuracy and efficiency on a program such as a lead replacement program but can also provide additional system performance information. Benefits seen on other similar programs have been observed in as-built accuracy improvements, hydraulic model improvements, as well as a number of other system and process improvements.



Creative Funding: The recently passed Bipartisan Infrastructure Law will invest \$55 billion to expand access to clean drinking water for households, businesses, schools, and child care centers all across the country. The

legislation will invest in water infrastructure to eliminate lead service pipes, including disadvantaged communities that need it most. Additionally, there are many other state and local grant and loan programs available that can help reduce the cost of lead service line replacement.

WORK WITH MILHOUSE & ARCADIS



James Fifer

Vice President, Program Management

jfifer@milhouseinc.com

 MILHOUSE



Jeannie Krueger, PMP

Vice President, Chicago Area Manager

jeannie.krueger@arcadis.com

 ARCADIS