

# Lead Reduction Program

**Land Use, Transportation and Infrastructure Committee**  
August 22, 2023



 **DENVER WATER**

## Today's presenters

**Gianna Lombardi**

Community Relations Sr. Specialist



**Meg Trubee**

Public Affairs Manager



**Pam Williams**

Community Relations Sr. Specialist



# Agenda



- Denver Water overview.
  - Collection system, long-term sustainability.
- History of lead in drinking water.
- Lead Reduction Program.
- Progress to date & what's next.
- Other Denver Water construction.
- Resources & Questions.

Who is Denver Water?



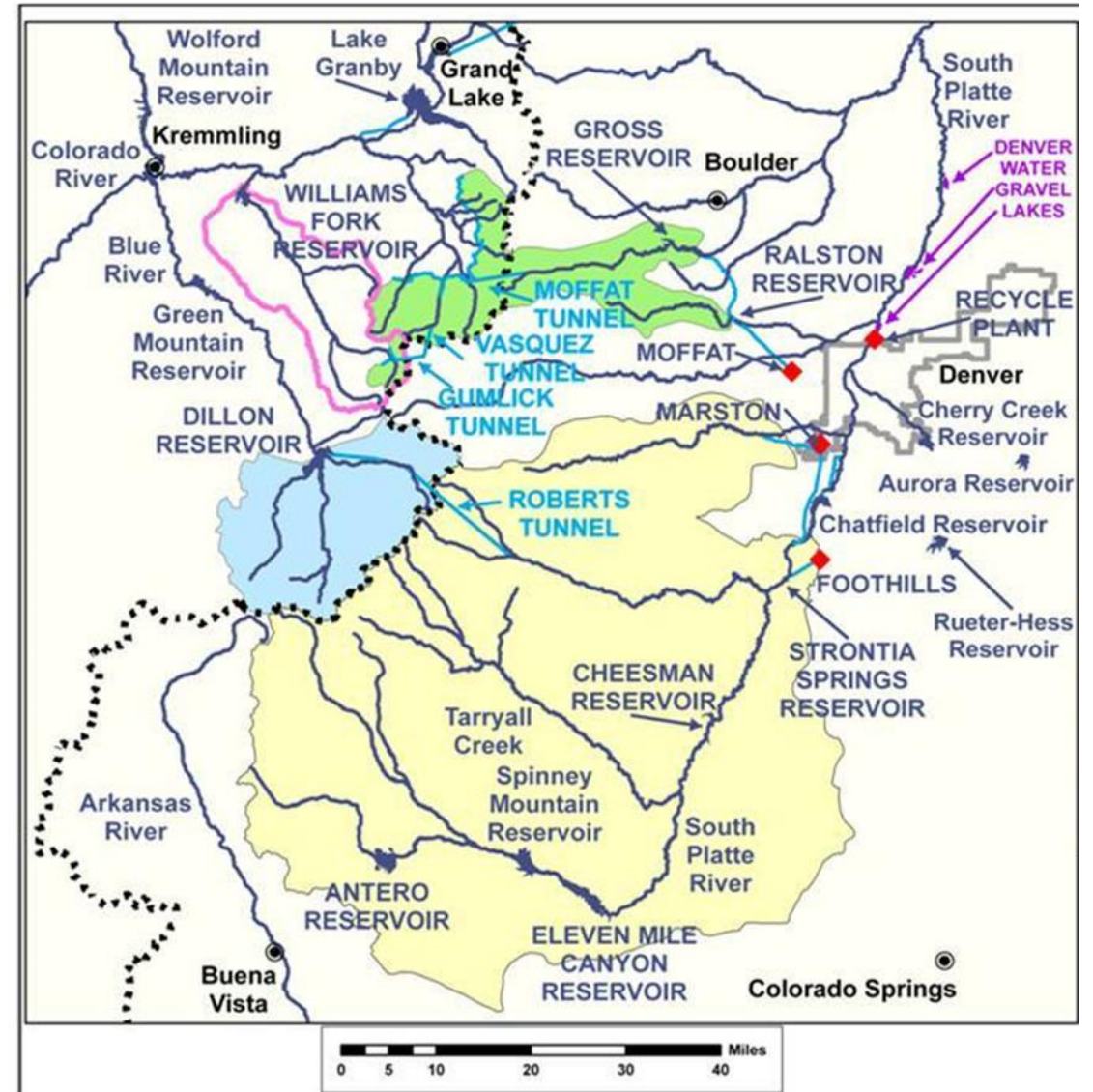
# Denver Water overview


- Established in 1918.
- Serves 1.5 million people (25% of state's population) with less than 2% of water used in the state.
- Water supply comes from Rocky Mountain snowmelt feeding the South Platte and Colorado Rivers.



# Denver Water collection system

- Large, complex system that consists of collection, treatment, distribution.
- Water comes from the West Slope and Front Range.
- Water served to our customers is (mostly) surface water.



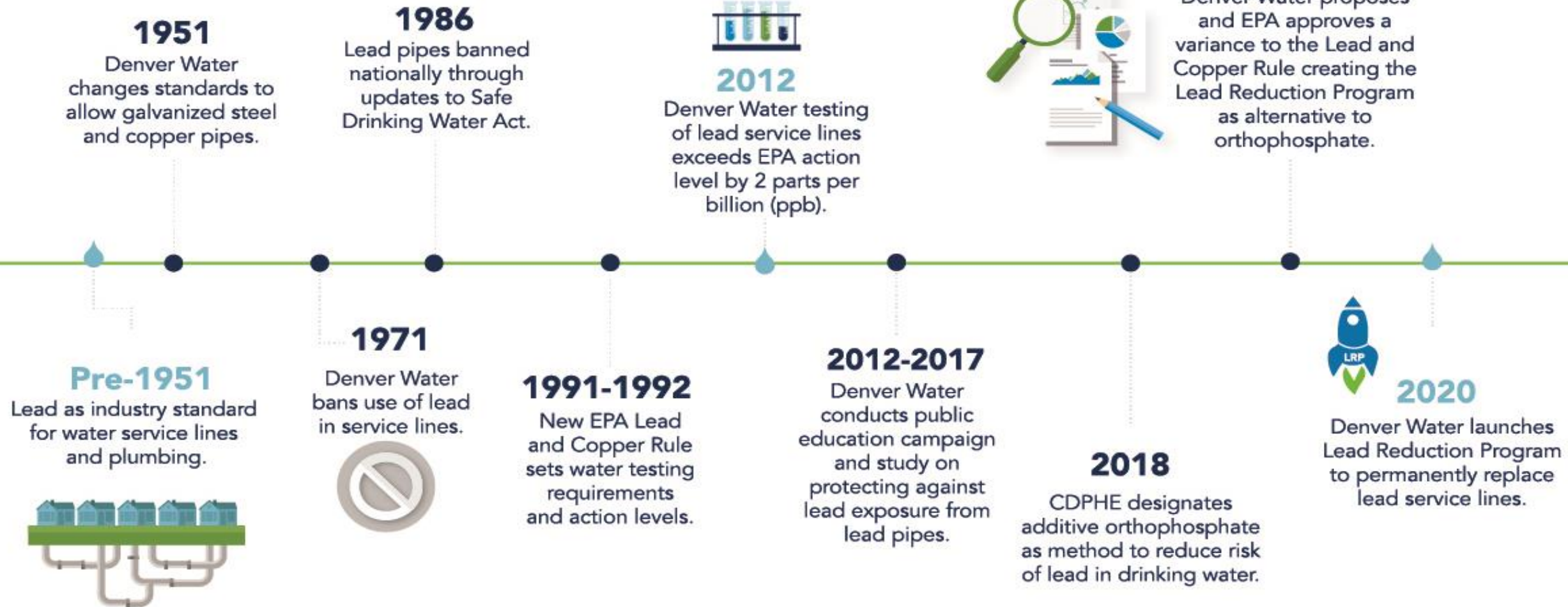
 Treatment plants

# Long-term water sustainability



- **Conservation and efficiency**
  - A leader in conservation since early 2000s.
  - Evolving from conservation to water efficiency.
- **Water reuse**
  - Recycled water program reduces demand on potable water.
- **New supply**
  - Help prevent shortfalls during droughts.
  - Provide environmental benefits to area rivers and streams.

# A HISTORY OF LEAD IN DRINKING WATER





# Where is the lead?



# Lead Reduction Program

Year 4.



## Five components of the Lead Reduction Program



**pH Adjustment**



**Inventory Map**



**Filter Program**

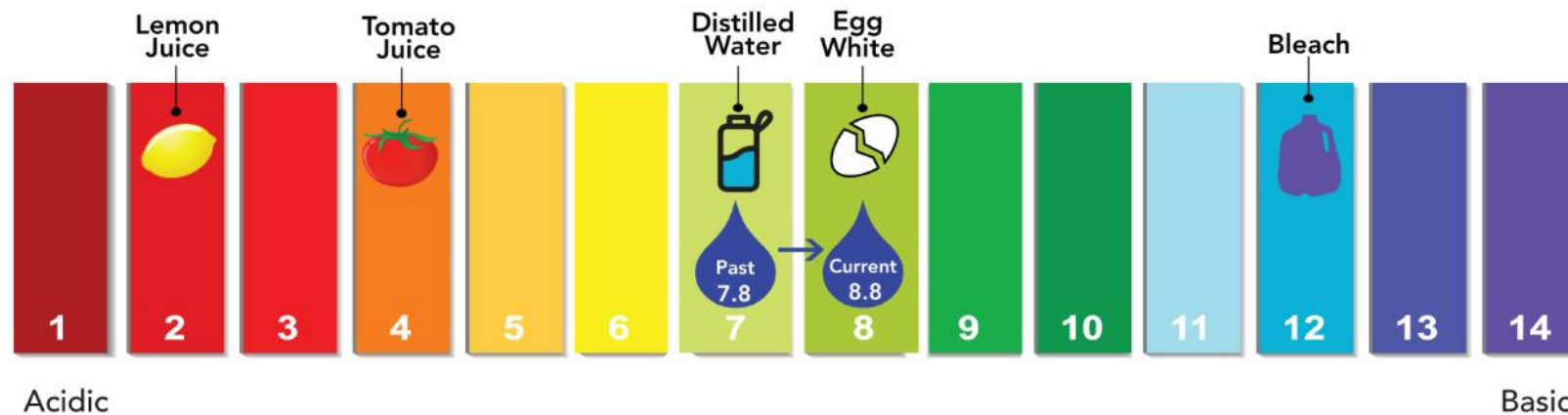
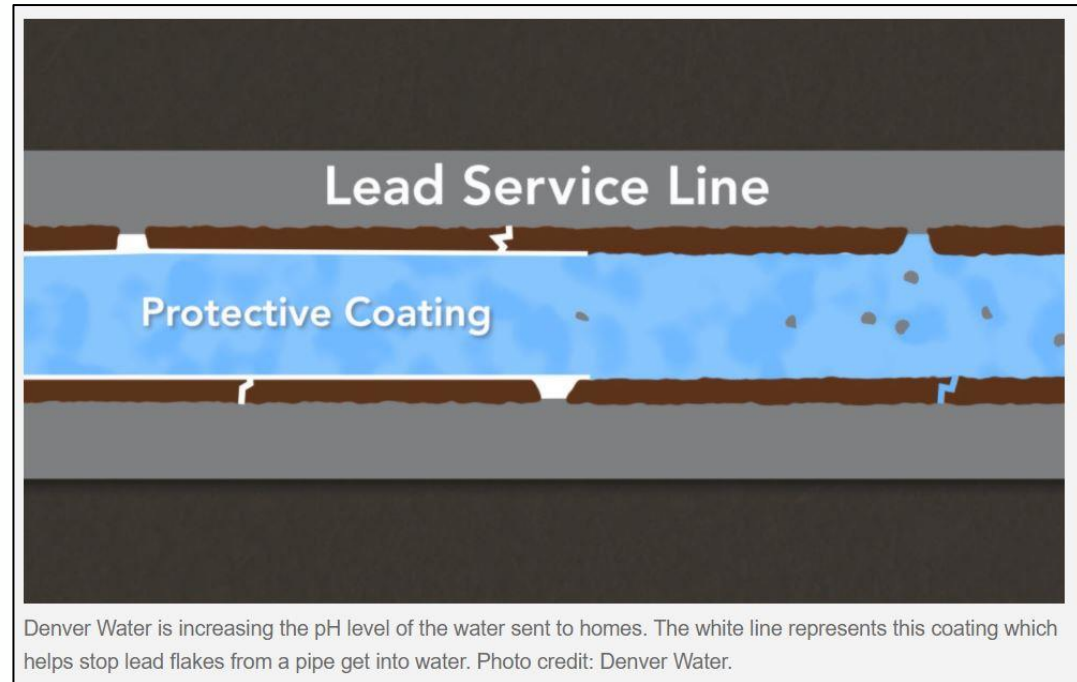


**Lead Service Line  
Replacement**

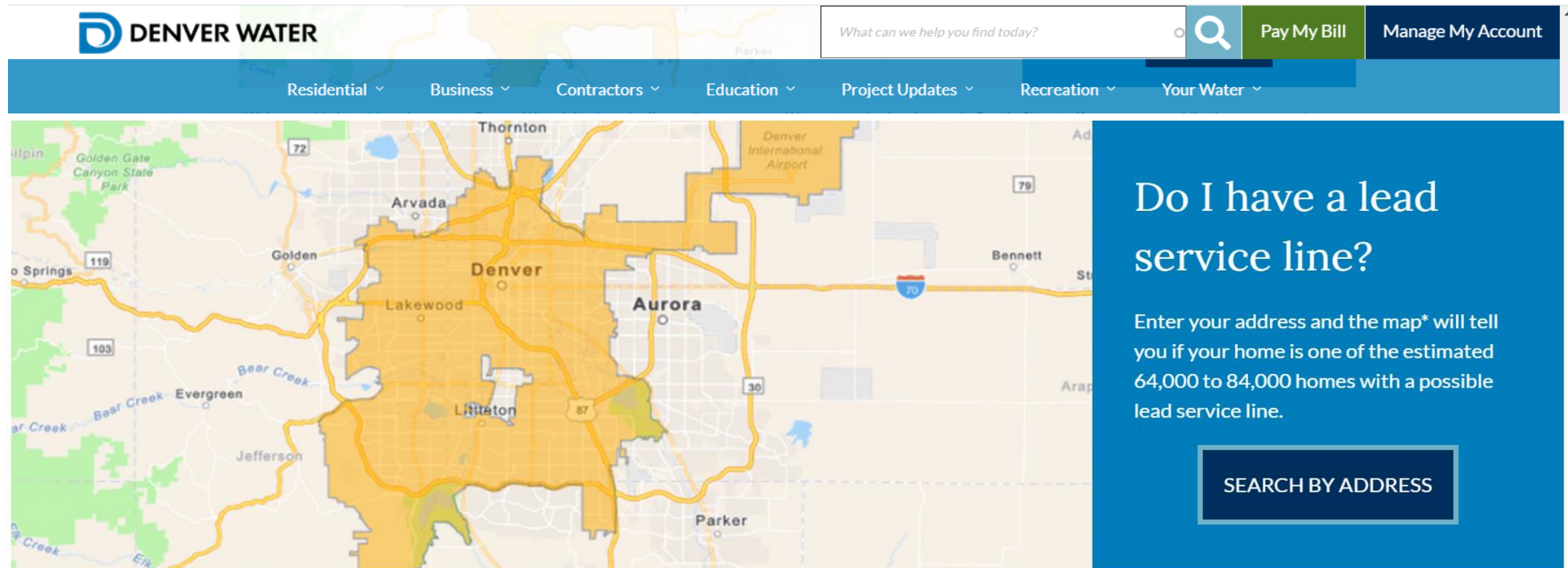


**Communication,  
Outreach & Education**

# Corrosion control treatment - pH



# Lead service line inventory



The screenshot shows the Denver Water website interface. At the top left is the Denver Water logo. To its right is a search bar with the placeholder text "What can we help you find today?". Further right are two buttons: "Pay My Bill" and "Manage My Account". Below the search bar is a navigation menu with the following items: Residential, Business, Contractors, Education, Project Updates, Recreation, and Your Water. The main content area features a map of the Denver metropolitan area, including cities like Thornton, Arvada, Golden, Denver, Aurora, Lakewood, Littleton, and Parker. A blue overlay on the right side of the map contains the following text:

**Do I have a lead service line?**

Enter your address and the map\* will tell you if your home is one of the estimated 64,000 to 84,000 homes with a possible lead service line.

[SEARCH BY ADDRESS](#)

# Is it really lead? Service line investigations

Denver Water must use a variety of methods to confirm a service line contains lead before scheduling replacement.



## RECORDS REVIEW

Properties built pre-1951 are likely to have lead service lines. These properties are included in the Lead Reduction Program.

Denver Water reviews documentation to check for previous service line replacement (from main to building).

If existing documentation does not provide clear evidence of service line material, additional investigation is required.



## WATER TEST RESULTS

Denver Water provides free water test kits for collecting/returning water samples for analysis. Test results can indicate presence of lead and the location (or source of the lead), including service line, interior plumbing, etc.



## INSIDE VISUAL OBSERVATION

Field crews conduct an interior inspection of the service line where it enters the building to verify material type.



## OUTSIDE VISUAL OBSERVATION

Field crews dig to uncover and inspect the service line material underground. This process can include digging two or more small holes for inspection.

## Filters – what and when to use

### When do I need to use the water pitcher filter?



Use it to filter water used for drinking (including making tea and coffee), cooking (particularly when making foods like rice, beans and soup) and preparing infant formula.



### ARE YOU A RENTER? DID YOU RECENTLY MOVE IN?

• If you didn't get a **FREE** water pitcher and filter from Denver Water, contact us at 303-893-2444 or [lead@denverwater.org](mailto:lead@denverwater.org).



### ARE YOU A LANDLORD OR PROPERTY MANAGER?

• If you have a tenant moving in, make sure they have a **FREE** water pitcher and filter by contacting Denver Water at 303-893-2444 or [lead@denverwater.org](mailto:lead@denverwater.org).



[denverwater.org/Filter](https://denverwater.org/Filter)  
[denverwater.org/Filtro](https://denverwater.org/Filtro)

# Lead service line replacement

- Estimated 64,000-84,000 lead service lines.
- Work areas identified through use of planning model with weight towards equity and logistics constraints/opportunities.
- Increased data accuracy every year hence planning is done annually.
- Help customers understand the process through strong and ongoing communications and outreach.





# Communication, outreach & education – strategies

- Traditional communications.
- Outreach tailored to our diverse population.
- Targeted outreach to specific audiences including renters.
- Community engagement.
- Ambassador Program.
- Learn by Doing.



# Communication, outreach & education – tactics

- Newsletters.
- Direct mail.
- Robocalls.
- Emails.
- Community meetings.
- Community email lists.
- Social media.
- Media pitches.
- Bill inserts.
- Door to door.
- Website.
- Brand journalism.

[Home](#) > [TAP Home](#) > [Español](#)

Español



## El consumo constante durante el invierno proporciona información valiosa

Cuando dejamos de regar durante los meses fríos, Denver Water descubre tendencias interesantes en cuanto al consumo del agua dentro de las viviendas.

March 16, 2021 | By: TAP Staff



## La apreciación por el Programa de reducción de plomo es profunda

Niños asombrados, árboles rescatados y otras historias de la comunitarias detallan de la gran iniciativa de salud pública de Denver Water.

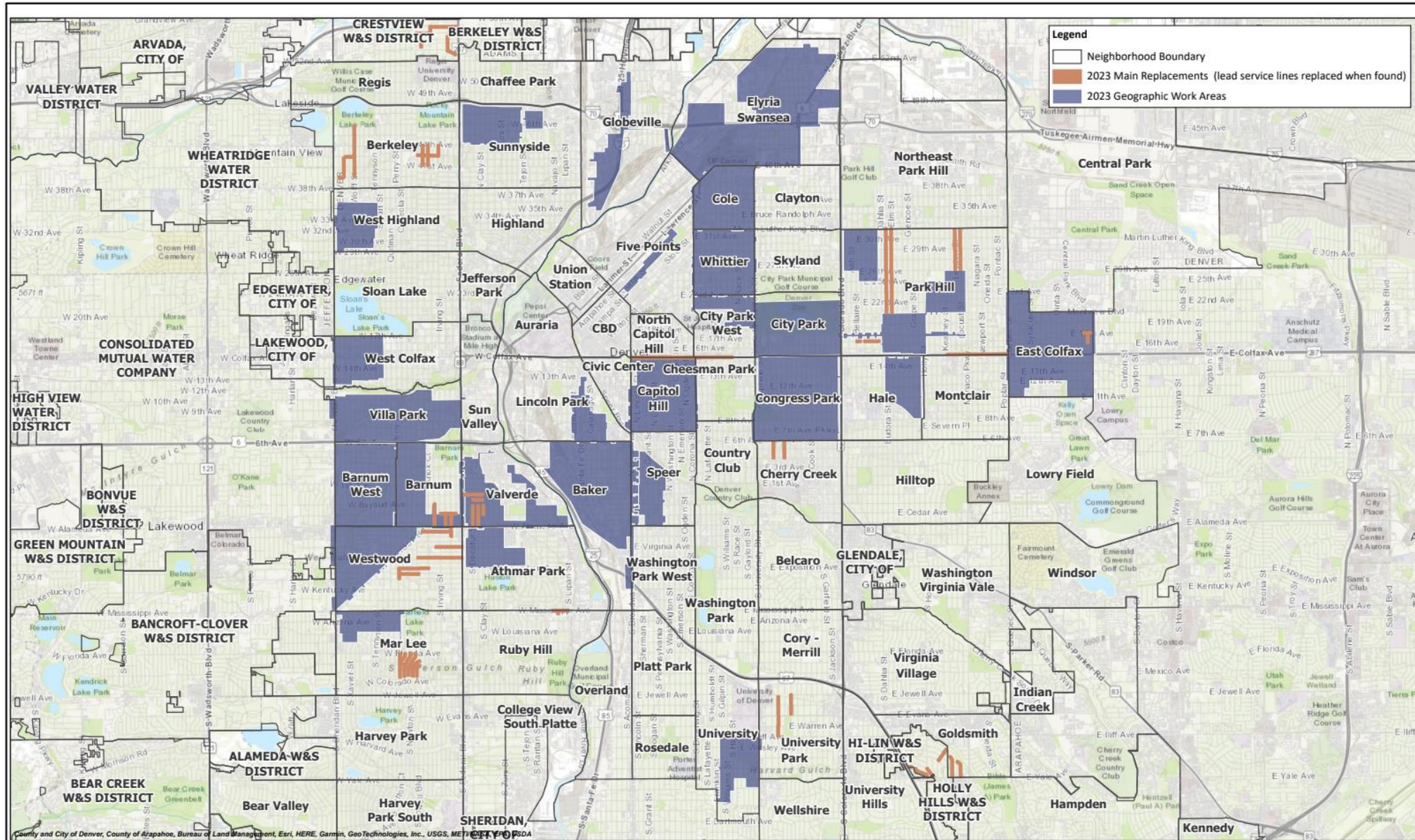
March 10, 2021 | By: TAP Staff



## Programa de reducción de plomo en el 2020

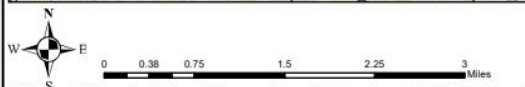
La iniciativa de salud pública más grande en la historia de Denver Water reemplaza 5,200 líneas de servicio de plomo y logra mucho más ante la pandemia.

March 10, 2021 | By: TAP Staff



**Legend**

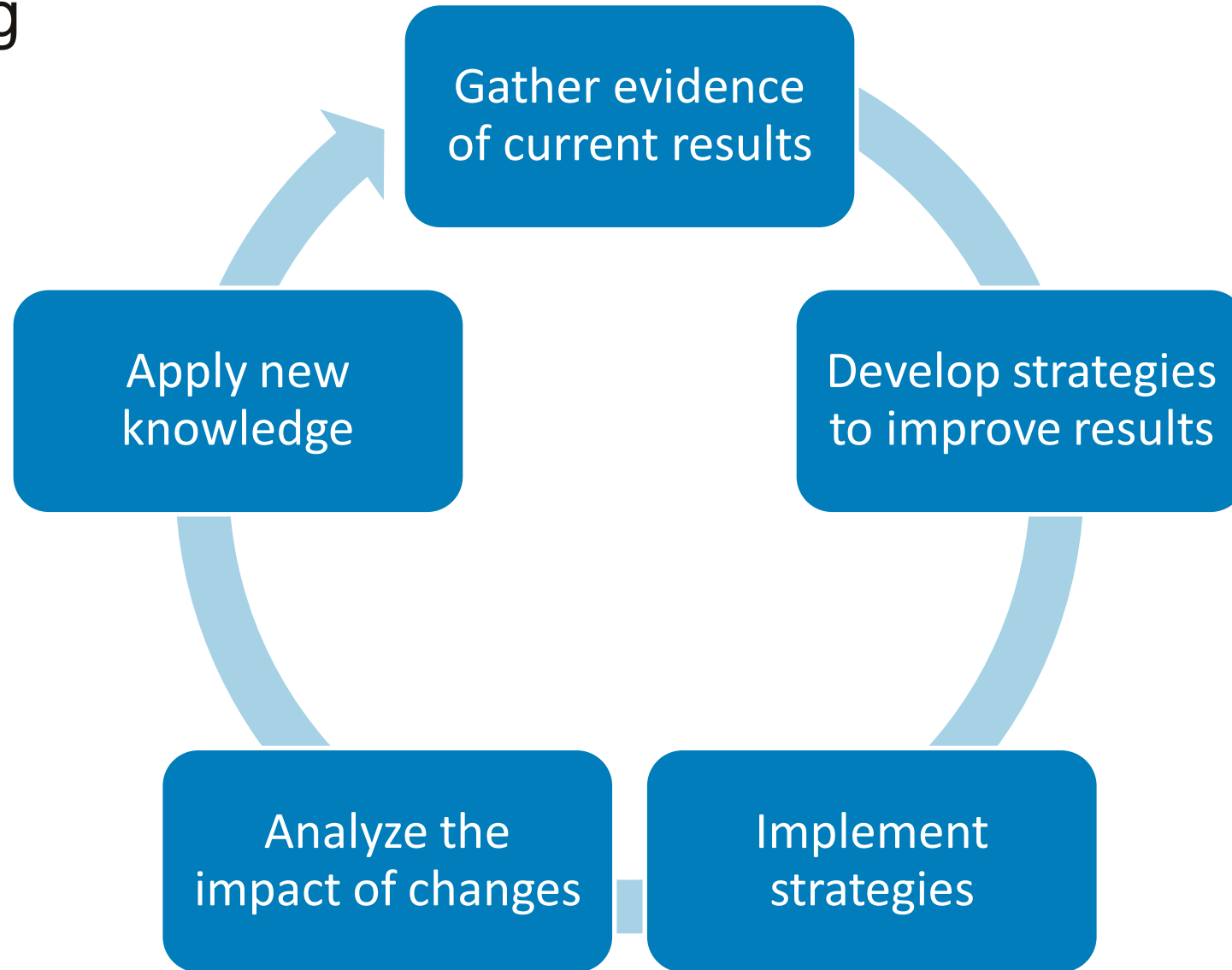
- Neighborhood Boundary
- 2023 Main Replacements (lead service lines replaced when found)
- 2023 Geographic Work Areas

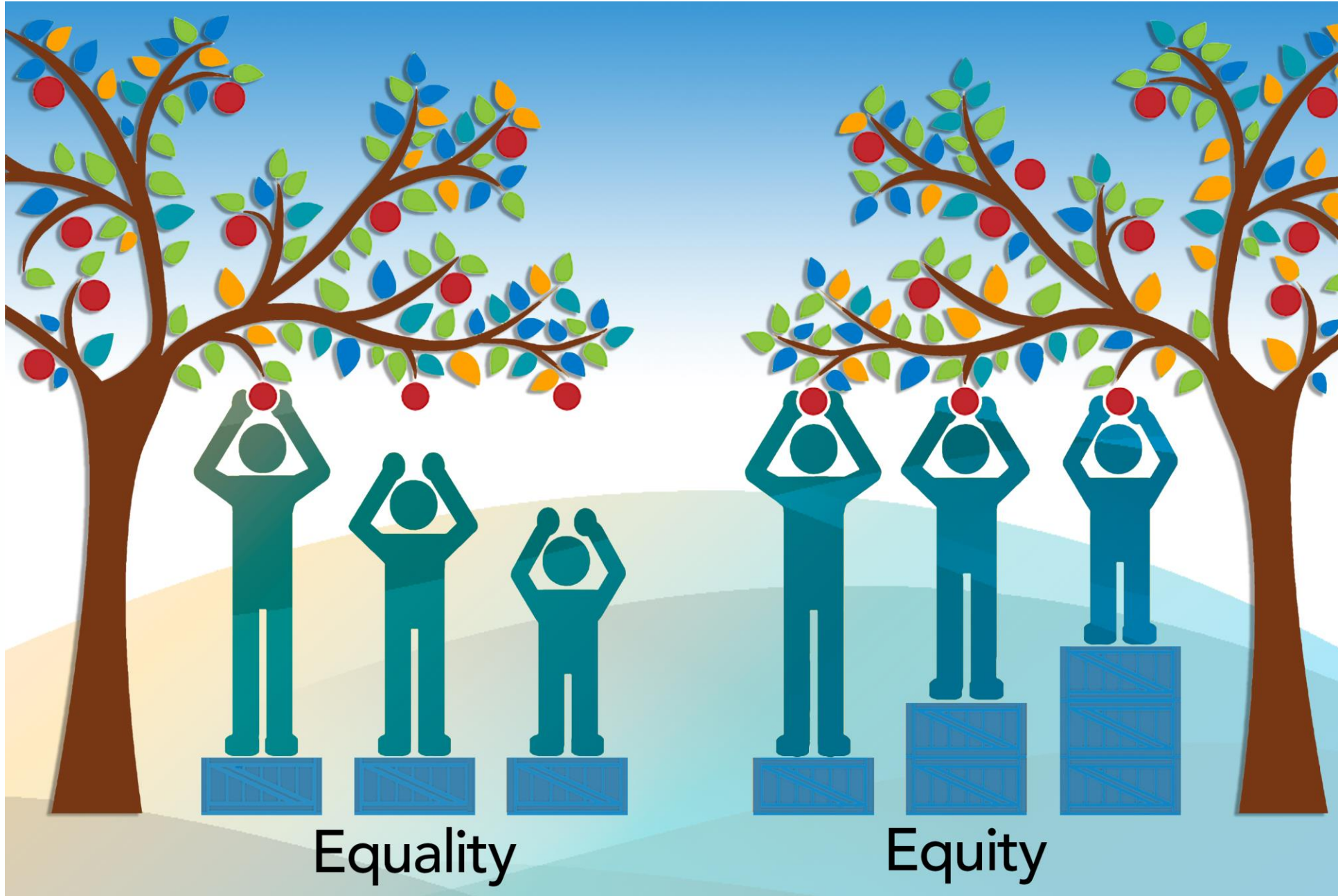


**DENVER WATER LEAD REDUCTION PROGRAM 2023 WORK AREAS**  
 For more detailed information about work in your area, visit [denverwater.org/pipes](https://denverwater.org/pipes).

This Geographic Information Systems (GIS) map and information shown is provided "AS IS" with no claim by the Denver Water Board as to the completeness, usefulness or accuracy of its contents. Any sale, reproduction or distribution of this information, or products derived therefrom, in any format is expressly prohibited. © 2022 Denver Water

# Learn by Doing





Equality

Equity






NAACP

Engage With Us | Membership | Community Engagement | About Us | Contact Us | [Donate](#)

View Our TAP Stories

**TAP**  
NEWS TO HYDRATE YOUR MIND

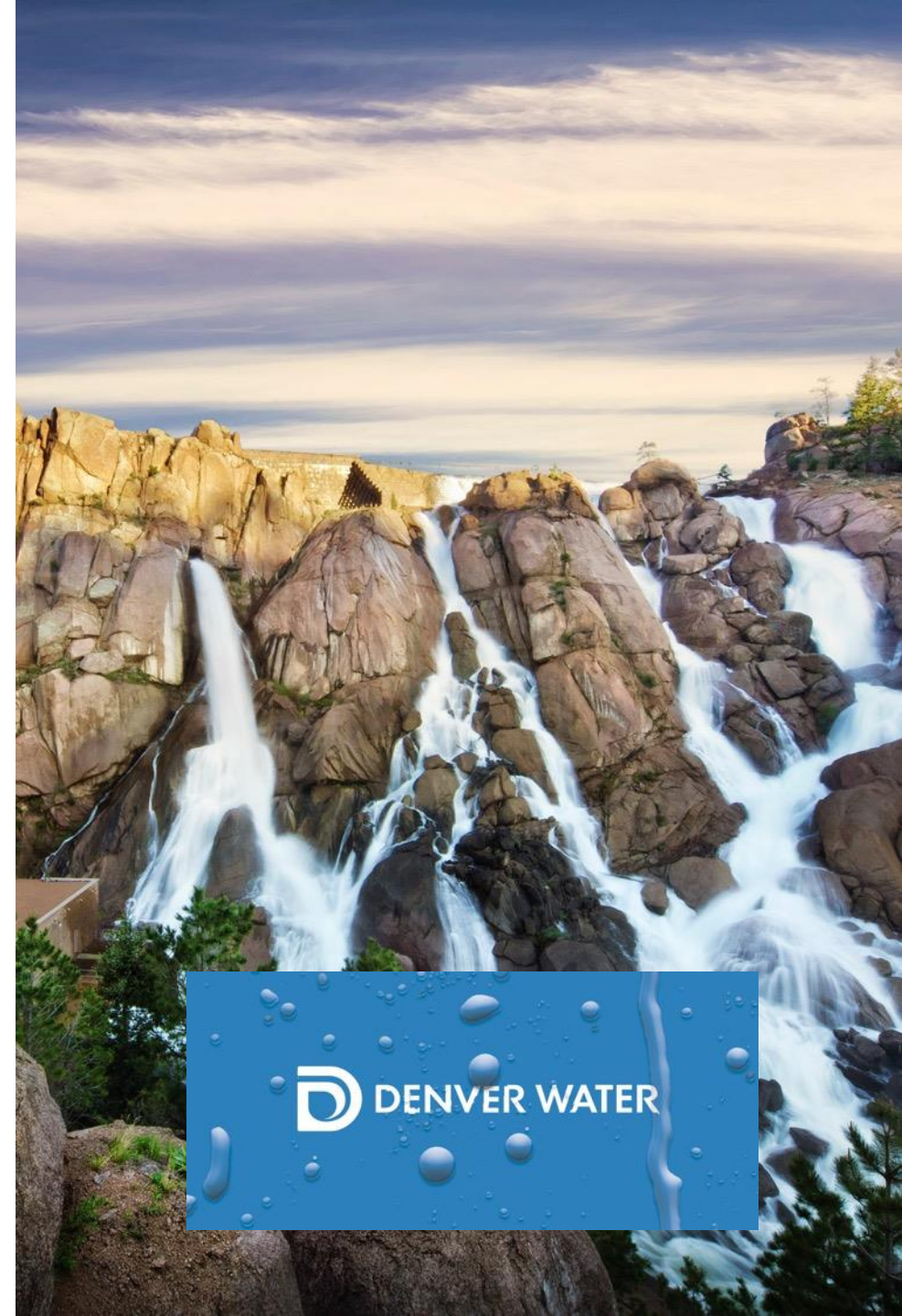
Article Tips for customers enrolled in the Lead Reduction Program  
Article: 10000 Lead Service Lines Replaced  
[View Download](#)

<p>Lead Reduction Program Overview Denver Water 2021 - How we're helping!</p> 	<p>How to use a Brita water filter to reduce the risk of lead getting into drinking water</p> 	<p>How does Denver Water schedule lead service line replacement?</p> 
---------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------

# Ambassador Program Partners



# Lead Reduction Program Progress & Plans





## Progress to date

- Over 19,000 lead service lines replaced across City and County of Denver.
- More than 100,000 filter pitchers distributed (to all enrolled customers). Ongoing distribution of free replacement cartridges.
- 83% filter adoption rate.
- Awarded \$76 million in federal funding to accelerate replacements.
- New Variance approved by EPA and CDPHE to continue program.

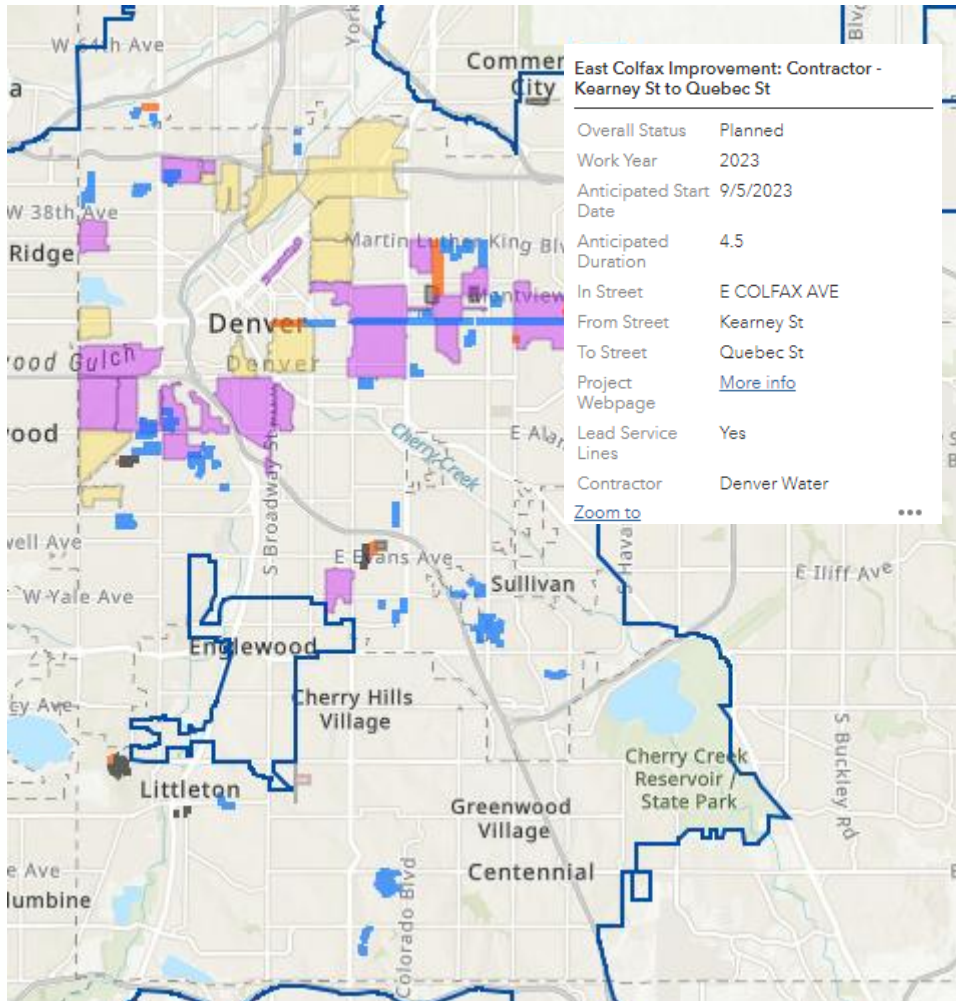
## What's next

- Goal – 4,477 lead service lines replaced across City and County of Denver *plus* replacing additional lines with federal funding.
- Increase investigations (water tests, potholing) to refine lead service line inventory.
- Continue to distribute replacement filters to all customers in LRP.
- Filter adoption survey.
- Continue to host virtual community meetings.



[denverwater.org/Filter](https://denverwater.org/Filter)  
[denverwater.org/Filtro](https://denverwater.org/Filtro)

# Current Denver Water Construction in the Denver Metro Area



- Denver Water replaces water mains for various reasons, including repairing or avoiding main breaks, replacing corroded pipe, alleviating water quality problems, increasing available hydrant flow and improving area delivery.
- We work closely with DOTI and other city agencies to plan and sequence construction.

Thank you (and resources)

## Lead Reduction Program website

[denverwater.org/Lead](https://denverwater.org/Lead) (English)

[denverwater.org/Plomo](https://denverwater.org/Plomo) (Spanish)

Denver Water newsroom

[denverwater.org/TAP](https://denverwater.org/TAP)

Sign up for updates on both.

## Questions?

### About the program

- [lead@denverwater.org](mailto:lead@denverwater.org)
- 303-893-2444

### For us?

- [pamela.williams@denverwater.org](mailto:pamela.williams@denverwater.org)
- [meg.trubee@denverwater.org](mailto:meg.trubee@denverwater.org)
- [gianna.lombardi@denverwater.org](mailto:gianna.lombardi@denverwater.org)