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WATER**
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Public Education Requirements in the NDWAC Recommendations

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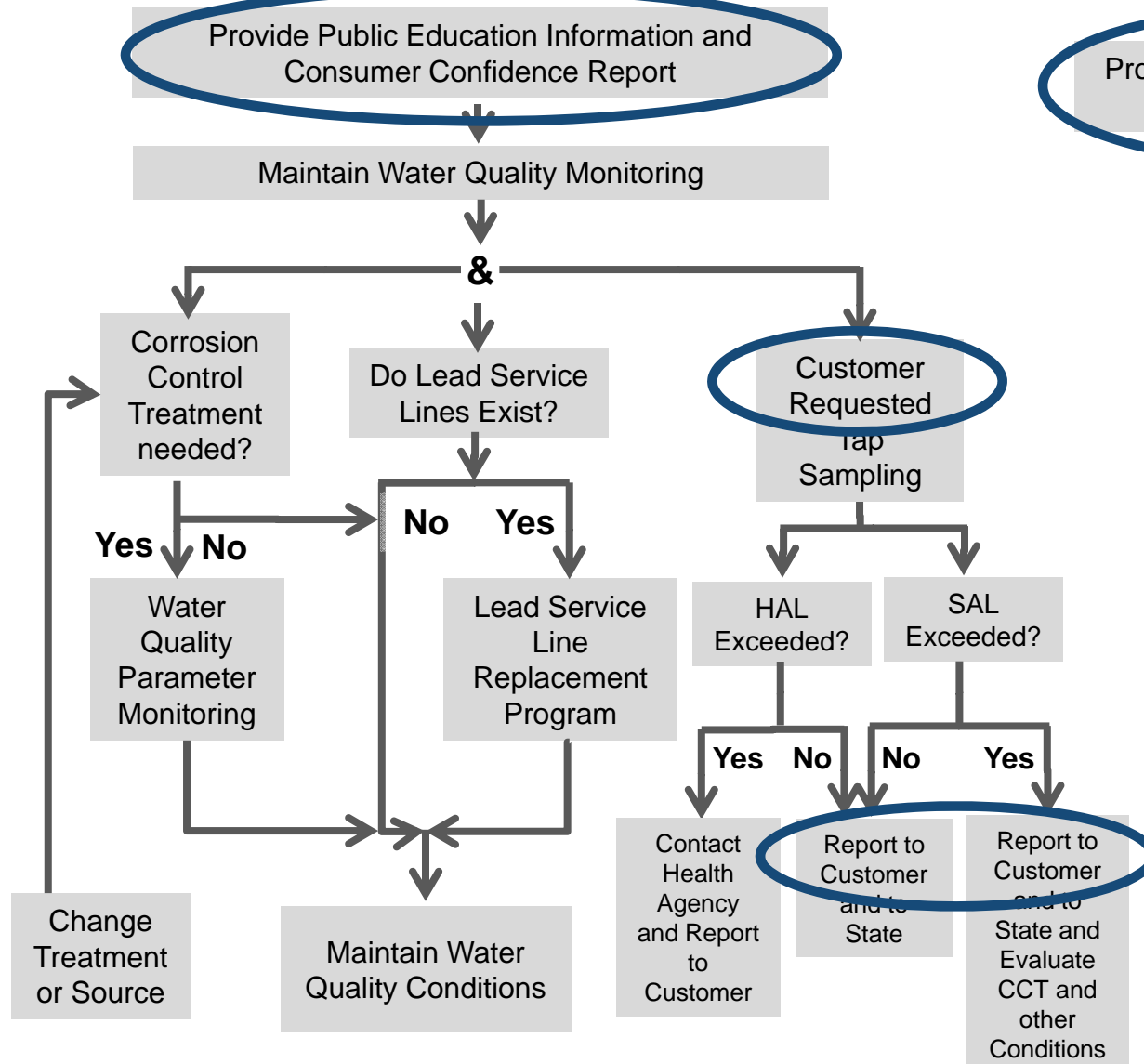
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Robust Public Education is Essential

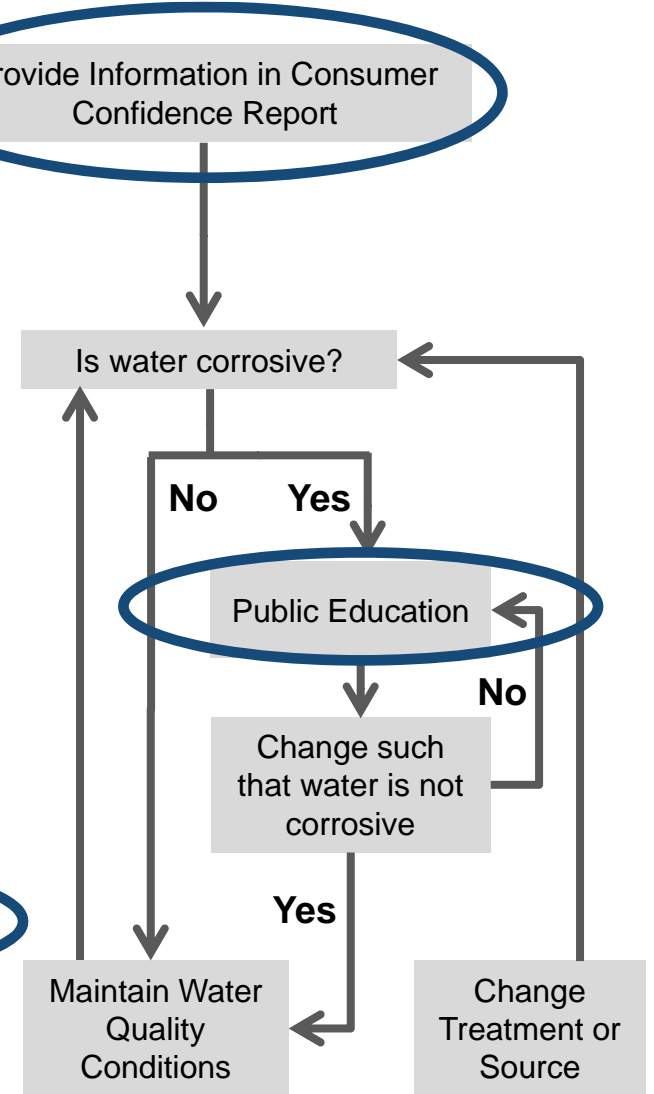
“ Effective elimination of leaded materials in contact with water and minimization of exposure to lead in drinking water is a shared responsibility; public water systems, consumers, building owners, public health officials, and others each have important roles to play.”

Public Education is a Cornerstone

Lead Control Program



Copper Control Program



Objectives of Public Education

- The risks of lead in drinking water
- The likelihood that one's home may contain lead
- The shared responsibility aspects of reducing the exposure to lead
- The availability of information

Elements of Public Education

- In languages appropriate to the community
- Reader-friendly graphics
- Photos and video
- Applying the latest in consumer-centered communication methods

More Robust Public Education

- Update Consumer Confidence Reports
- Targeted outreach to customers with LSLs
- Targeted outreach to vulnerable populations
- Increased information available to all so that everyone can share in their responsibility
- Outreach to every new customer

CCR Revisions

Recommendations include:

- Update public health statements to reflect current understanding and science
- Clarification that compliance with federal regulations is not an indication of individual household lead levels
- Explain the role of the public to protect themselves from lead exposure
- Link the CCR to the national clearinghouse website

National Clearinghouse

- Web-site or similar place where information can be made available to everyone
- Set up and maintained by the EPA
- Guidance and templates
- Best practices
- Case studies
- Consistent and thorough information

National Clearinghouse

- Explains health risks and vulnerable populations
- List of labs to test water
- Information on how lead occurs and where it comes from
- How to identify a LSL
- Use of filters and flushing of taps to reduce exposure
- How to contact a water utility

LSL Inventory

- All properties to be identified that have LSLs
- Who owns the service lines to be explained
- Outreach to those who have LSLs on the risks and the replacement opportunities
- Information for homeowners, realtors, home inspectors, potential home buyers

LSL Replacement Program

- Must inform and engage customers on the need to replace LSLs
- Targeted outreach to people with LSLs with an offer to test water and information on the LSL replacement program
- Maintain outreach to every customer until their LSL is replaced, every 3 years
- Risks of PLSL replacement must be explained

Public Access *via* SDWIS

- EPA and States should maintain SDWIS
- Public access to compliance data can be provided through this database
- This would include the lead, copper, and water-quality parameter data

Tap Water Testing Continues

- And thus it needs to be accompanied with better education
 - Outreach to encourage customers to participate in sampling
 - Information to explain how sampling will be done
 - Information to explain the results of testing
- And what the household action level means
 - A level that, when exceeded, triggers notification to the local health agency for follow-up

Health Care Providers

- Those providing care to the most vulnerable populations
- Need information and our cooperation
- Develop joint communication efforts
- With help from EPA, CDC, HHS, HUD

Copper - Public Education

- Whether copper is an issue or not for a PWS, people should have some basic information
- When water is aggressive, then:
 - Inform all homes when a new service is initiated
 - *And*
 - Inform homes that are renovated
 - *Or*
 - Inform ALL homes routinely

What Needs to be Said?

- There is no safe level of lead
- Lead-bearing plumbing poses a risk at all times, not just after an AL exceedance
- Environmental justice must be addressed
- Particularly at risk are pregnant women, and infants and young children

Broad Outreach

- Everyone
- Targeted People
 - Pregnant women and parents of infants
 - Homeowners with lead service lines
 - Homeowners with disturbed LSLs
 - New accounts
 - Others (health care professionals, schools and daycares, landlords, plumbers, realtors)

Outreach Items Include

- Website pages
- Facts sheets
- Door hangers
- Letters
- Videos
- Press Releases
- Other?

Some PE Items to Start Developing

- How to identify whether you have a LSL
- How to reduce everyday exposure to lead
- How to get your LSL removed
- How to flush a home after work is done
- Lead results for your communities
- How to get your water tested
- Who to contact for testing your children

One Example

Daily cleaning tips to rinse lead from your home's drinking water pipes

IMPORTANT HEALTH INFORMATION FOR HOMEOWNERS WITH LEAD PLUMBING:



CAUTION

If your home is connected to the City water main by a water service pipe that has sections made from lead, a toxic metal, it can impact your health. Follow the steps below to clean out your home plumbing until lead plumbing is replaced. **Lead is harmful to everyone. Pregnant women and their unborn babies, infants and children under the age of six and adults with high-blood pressure and kidney problems are at the most risk.**



Instructions for Daily Rinsing

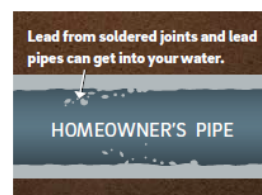
Run cold water from your tap for at least three minutes. This will give you fresh water from the City water main that is safe for drinking, cooking, making baby formula, feeding your pets, making ice, or watering vegetable gardens.

TIP: You can also bring in fresh water from the City water main by taking a shower, washing dishes, using the clothes washer, or flushing the toilets first.

Best Time of Day?	How often?	For how long?	When to stop?
<ul style="list-style-type: none"> • First thing in the morning • After you come home from work, if no one has used the water all day 	<ul style="list-style-type: none"> • Before using water for any cooking or drinking • If no one has used the water for six hours or more 	At least 3–5 minutes	This ongoing maintenance is good to do regularly, but especially important in any homes that still have lead pipes

Cleaning Faucet Aerators

Making sure that the water is safe at your tap is a shared responsibility between Philadelphia Water and our customers. We put a lot of hard work into making sure our drinking water is top quality — don't let poorly maintained home plumbing prevent you from getting the best water available!

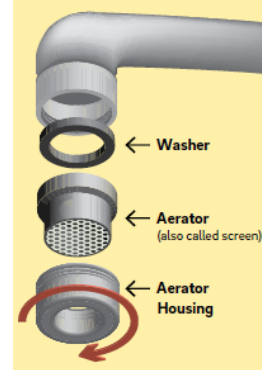


As water stands in your home's plumbing, lead from the soldered joints and old lead pipes can get into your water. Other debris can build up on the aerator, too. It's important to clean faucet aerators and screens to remove any debris from them.

How often should I clean aerators?

Clean all aerators once a month for 6 months, then twice a year, spring and fall. You should also replace aerators each year. You can buy them at your local hardware or home improvement store.

What is a faucet aerator?



It's a device attached to the tip of a faucet. It saves water, filters out debris and prevents water from splashing. As water flows through the screen, it mixes with air and flows more evenly.

Instructions for Cleaning Aerators

You will need: If your faucet has an aerator that you can take off, follow these easy steps:

- Rag
 - Masking tape
 - Wrench or Pliers
 - Old toothbrush
 - White vinegar
 - Small plastic tub
 - Extra aerators
 - Extra washers
- Place a rag in the sink drain in case you drop any pieces.
 - If you need to use a wrench or pliers, wrap masking tape around the tips of the wrench or pliers, or on the aerator. Using tape will keep you from scratching the aerator.
 - Unscrew the aerator.
 - Separate each part— aerator housing, aerator and rubber washer.
 - Remove small bits on the screen and other parts.
 - Soak the parts in white vinegar for a few minutes.
 - Scrub them with a brush.
 - If the aerator and rubber washer are in poor condition, replace them.
 - Put the aerator parts back together.
 - Screw the aerator back onto the faucet.
 - Repeat these steps for all faucets.

Troubleshooting

Can't find the aerator? Some faucets have hidden aerators. If you have a hidden aerator, follow the manufacturer's instructions.



If you have a water filter attached to a faucet, the faucet will not have an aerator.



THANK YOU

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