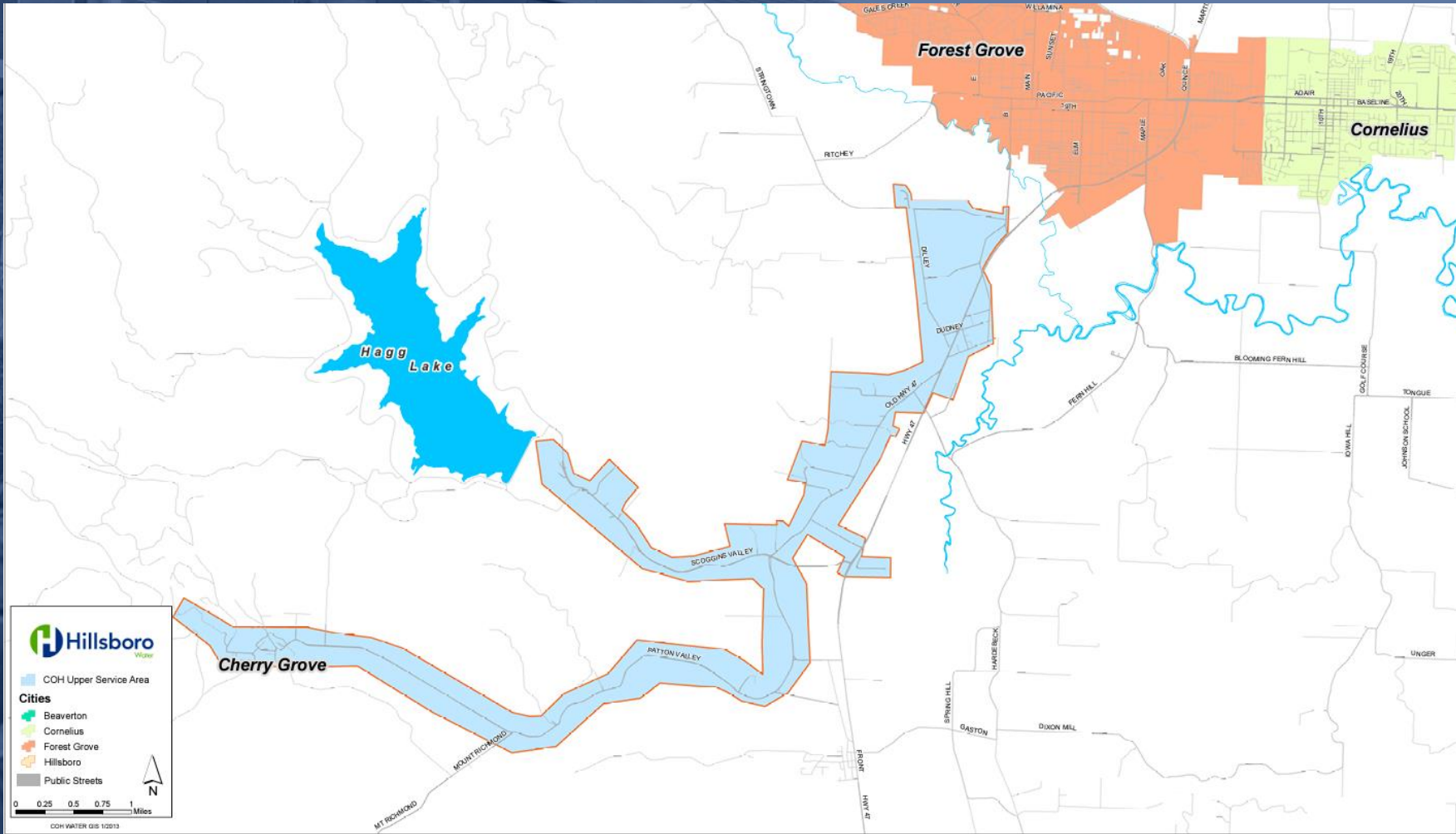


# Water Service Lines of Communication: Achieving LCRR Goals Beyond the Meter

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City of Hillsboro Water Department





Hillsboro Water oversees three public water systems and serves a population of 93,000 customers

# Lead and Copper Rule Revisions (LCRR)

## Background

- Lead and copper enter drinking water primarily through plumbing materials
- Exposure to lead and copper may cause health problems

## Lead and Copper Rule

- First established in 1991
- Continually revised by U.S. Environmental Protection Agency
- LCRR published in January 2021
- Oregon Administrative Rule for Service Line Inventory in 2023



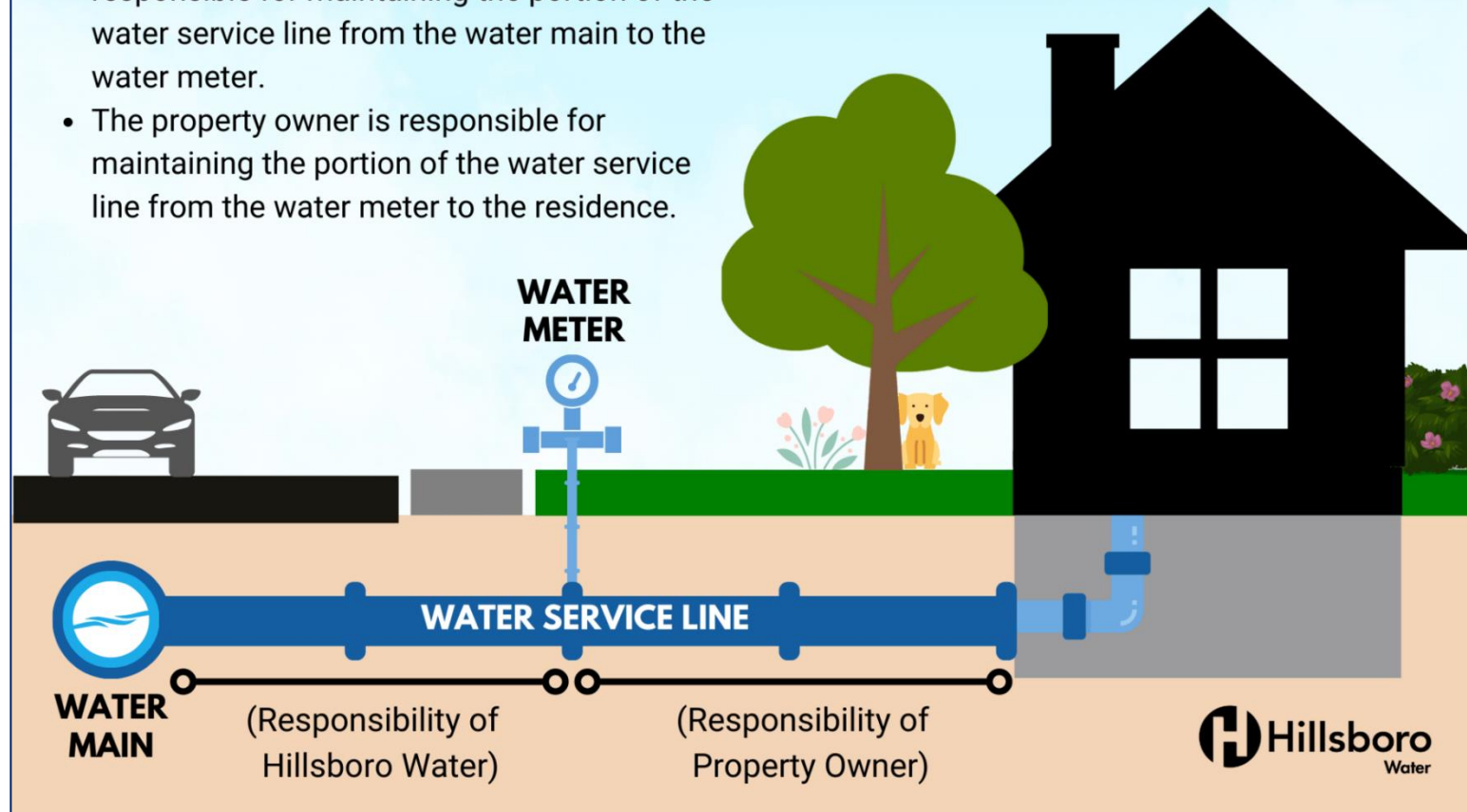
# Key Areas of 2021 LCRR Updates



# Water Service Line Definition

## WATER SERVICE LINE RESPONSIBILITY IN HILLSBORO

- The Hillsboro Water Department is responsible for maintaining the portion of the water service line from the water main to the water meter.
- The property owner is responsible for maintaining the portion of the water service line from the water meter to the residence.



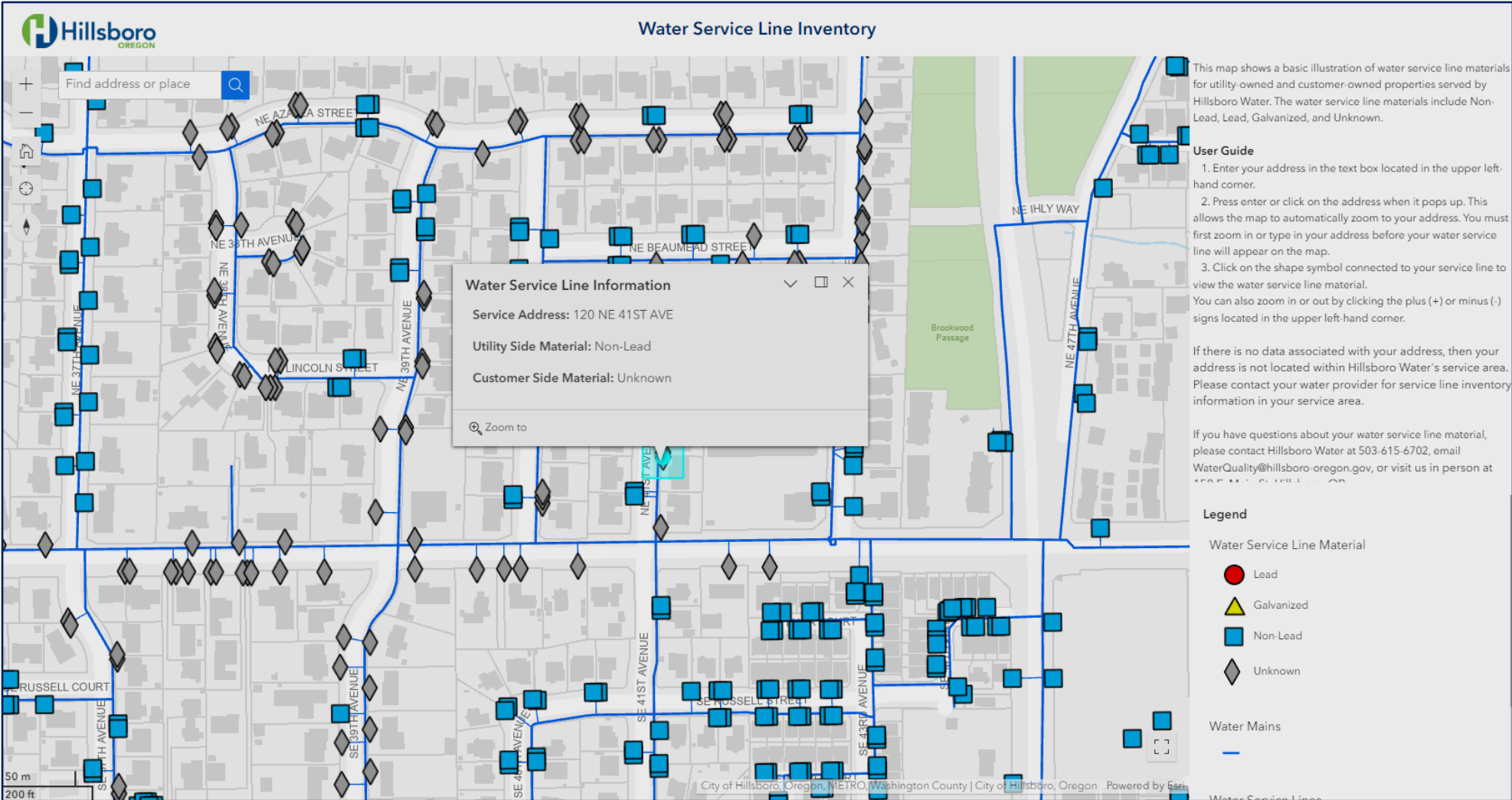
# LCRR Compliance Team

## Inter- & intra- departmental project

- Water Quality Group
- Water Resources Division
- Water Engineering – GIS
- Water Operations
- Information Services – GIS
- City Manager Office
- Communications
- Web Works



# Live Public-Facing Inventory Map



# Customer Service Line Self-ID Program

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## **Program Goals:**

- Identify as many service line materials as possible, specifically through customer engagement
- Empower customers to identify their service line material and report that information back to Hillsboro Water
- Provide assistance to all customers who cannot identify their own service line material



# Customer Service Line Self-ID Handout



**Was Your Home or Business Built Before 1986?**  
Homes and businesses built in Oregon before 1986 are more likely to have lead plumbing components, including water service lines that carry water from the underground water main in the street to the plumbing in homes and businesses. Lead can enter water when plumbing materials with lead components corrode, or wear-away.

**Let's Work Together to Reduce the Risk of Lead in Your Drinking Water!**  
The City of Hillsboro Water Department will continue to ensure the water we deliver to your home or business is tested regularly and does not contain lead.

You can help by completing a quick in-home test on your portion of the water service line. See instructions on the reverse side of this flyer to get started. If your service line has lead components, Hillsboro Water will work with you on a replacement plan.

**More About Water Service Lines in the City of Hillsboro**

Hillsboro Water is responsible for the utility-owned portion of the water service line fine from the water main to the water meter.

The property owner is responsible for the customer-owned portion of the service line between the water meter and the home or business.

Water service lines in Hillsboro are jointly owned by Hillsboro Water and the customer. Service lines can be made of different materials, including plastic, galvanized steel, copper, or lead. Hillsboro Water's portion of service lines do not contain lead components.



**Water Service Line Material Database**  
As part of the Environmental Protection Agency's Lead and Copper Rule Revisions, information on utility and customer-owned water service line materials will be available in a publicly accessible online database by October 2024 at [Hillsboro-Oregon.gov/WaterLine](https://Hillsboro-Oregon.gov/WaterLine).

**Need Assistance? We Can Help!**  
503-615-6702  
[WaterQuality@Hillsboro-Oregon.gov](mailto:WaterQuality@Hillsboro-Oregon.gov)  
150 East Main Street, Third Floor, Hillsboro, Oregon 97123



To find tips to reduce lead-in-water exposure and request a free lead-in-water test kit, visit [Hillsboro-Oregon.gov/Lead](https://Hillsboro-Oregon.gov/Lead) or scan the QR code.

## 4 STEPS to Determine Your Water Service Line Material

Follow the steps below to determine your service line material and submit the results to Hillsboro Water.

**Equipment Needed:**

- Flathead screwdriver (or coin)
- Magnet
- Flashlight
- Cell phone camera

**STEP 1: Locate your water service line.**  
Water service lines are not located in the same place in every home. They typically enter your home or business through a garage, crawlspace, or basement. If you do not already know where yours is located, you may need to look in several places—and bring a flashlight.



Your water service line and shut-off—which is the primary control that turns off the water supply to a home or business—may look like one of these.

**STEP 2: Find the right spot to test.**  
To test your water service line, use a magnet and a screwdriver or coin. The area to test is between where the water service line enters the home or business—typically in the basement or garage floor or wall—and the shut-off valve.



**STEP 3: Determine the water service line material.**



- Take a look at your water service line. If it is blue, white, or black in color and is not metal, it is **Plastic**.
- Take your magnet and place it on the test area. If the magnet sticks, the water service line material is **Galvanized Steel**.
- If the magnet does not stick, gently scratch the test area with your screwdriver or coin. If the test area shows as a copper color, the water service line material is **Copper**.
- If the water service line shows a silver/shiny color, the service line material is **Lead**.

**STEP 4: Submit your results and a photograph.**  
Snap a photograph with your cell phone camera of the test area.

Scan the QR code then upload the photograph and your water service line material results to [Hillsboro-Oregon.gov/WaterLine](https://Hillsboro-Oregon.gov/WaterLine) OR Email the photograph - along with your address - to [LeadTest@Hillsboro-Oregon.gov](mailto:LeadTest@Hillsboro-Oregon.gov).



Thank you for partnering with Hillsboro Water to reduce the risk of lead in our drinking water.



## Submit Your Water Service Line Material Results & Photograph

Thank you for identifying the water service line material for your home or business. Please use the below form to submit your results, and a photograph of the test area.

If your service line is confirmed to have lead content, we will provide you with a replacement plan.

If needed, the step-by-step instructions to locate your service line are on the [Service Line Inventory](#) webpage.

Hillsboro Water delivers safe, clean, and lead-free water to our customers, including compliance with the Lead and Copper Rule.

Information on water service line materials in Hillsboro is available as of January 1, 2024 as [required by the Environmental Protection Agency](#).

Next

Please indicate below whether you know your water service line material or would like to schedule an appointment to have a City of Hillsboro Water employee inspect your service line.

I know my service line material and would like to provide that information now

Approximate year home/building was constructed

The installation of water service lines containing lead was banned in Oregon in 1985. Therefore, if your home or building was constructed after January 1, 1986, then your service line has already been determined by Hillsboro Water Staff to not be lead and your submission is not required at this time.

I am a:

Full Name \*

Address \*

Phone Number \*

Please indicate below whether you know your water service line material or would like to schedule an appointment to have a City of Hillsboro Water employee inspect your service line.

I would like to schedule an appointment to determine my service line material

Approximate year home/building was constructed

The installation of water service lines containing lead was banned in Oregon in 1985. Therefore, if your home or building was constructed after January 1, 1986, then your service line has already been determined by Hillsboro Water Staff to not be lead and your submission is not required at this time.

Requested date for an appointment \*

Requested start time for appointment \*

Requested end time for appointment \*

Next preferred date for an appointment \*

Next preferred start time \*

Next preferred stop time \*

Preferred Contact Method \*

Who inspected the water service line at the above address home/building? \*

The service line material was determined to be made of \*

Is there any additional information, questions, or concerns you would like to share?

Would you like to be added to Hillsboro Water's Service Line List?

Yes

No

Please upload (preferred), email, or print and mail a photograph of your service line to our office for business. If a photograph is not submitted, we CANNOT accept your request.

Upload Photograph \*

Choose Files No file chosen

Email photograph to [LeadTest@Hillsboro-Oregon.gov](mailto:LeadTest@Hillsboro-Oregon.gov) - be sure to include address. Mailing address: 1000 Main Street, Third Floor, Hillsboro, Oregon 97123 - be sure to include address.

# Results Reporting Database

Home > Reports > Water - LeadInventorySurvey Home | My Subscriptions | Help

1 of 1 Find | Next

Images	User Submit Date	add to email list	address	comments	date selected	date selected 2	email	full name	owns or rents or other	phone	plumber name	preferred method
<a href="#">Link</a>	5/31/2023 7:10:22 PM	Yes	[REDACTED]	Hillsboro water department is awesome!!			[REDACTED]		Homeowner	[REDACTED]		Phone
<a href="#">Link</a>	7/17/2023 9:47:29 PM	Yes	[REDACTED]	Looks like it was galvanized steel but had been replaced at some point.			[REDACTED]		Homeowner	[REDACTED]		Email
<a href="#">Link</a>	7/20/2023 6:28:08 PM	Yes	[REDACTED]				[REDACTED]		Homeowner	[REDACTED]		Email
<a href="#">Link</a>	8/30/2023 9:44:35 AM	No	[REDACTED]				[REDACTED]		Hillsboro Water Staff	[REDACTED]		Phone

4/9/2024 12:35:16 PM

# Customer Service Line Self-Identification Pilot

- 5 customers participated in pilot study
- 3 customers submitted feedback about their participation experience
- Survey questions
  - Did you use the English or Spanish instructions?
  - How much time did reading the instructions, identifying the service line material, and completing the submittal form take?
  - Did the instructions provide the necessary information to locate your service line?
    - If no, please elaborate
  - Were the service line identifications instructions clear and easy to follow?

## Service Line Material Identification Pilot Survey

1. Did you use the English or the Spanish instructions to complete the assessment?

- English
- Spanish

2. How much time did reading the instructions, identifying the service line material, and completing the submittal form take?

- 0 - 30 minutes
- 30 minutes - 1 hour
- 1 - 2 hours
- 2+ hours

3. Did the instructions provide the necessary information to locate your service line?

- Yes
- No

# Customer Service Line Self-ID Pilot Survey Results

## Pilot survey results analysis

- Five people participated in the pilot, two completed the survey.
- Responses indicated that the instructions were clear and easy to understand and provided participants with enough confidence to do the service line identification properly
- Neither participant had issues using the online submittal form
- One response expressed frustration with accessing the instructions online and preferred to use a paper copy
- Participants claimed they would complete the self-ID process if prompted by a mailer or other City outreach effort and preferred to complete the assessment alone, without the help from Hillsboro Water Staff

## Program improvement recommendations:

- Include a link or QR code that allows participants to access mobile-friendly instructions such as an image or PDF
- Include and recommend in instructions that participants utilize Hillsboro Water Staff resources to aid in self-identification process

# Lessons Learned

- Communicating highly technical information to customers can be difficult
- It's valuable to have non-water folks review communication materials
- Knowledge from other utilities who have done similar projects is extremely valuable
- Start small and scale the program as it improves over time

Technical Message	What the customer hears
There's no such thing as zero	<i>How can my water be safe?</i>
Action level of 10 ppb	<i>So you only "take action" sometimes?</i>
Parts per billion	<i>There's something in my water.</i>
Updated regulation	<i>So I've been drinking unsafe water?</i>
I want to talk to you about lead in drinking water	<i>There's lead in my drinking water.</i>

Source: AWWA Lead Communications Guide and Toolkit

# Next Steps

1. Utilize the City of Hillsboro's Equity Toolkit to prioritize program launch
2. Identify a group of 30-50 customers to launch program
3. Continually improve the program based on community feedback and need



## Questions?

Alyssa MacDonald –

[Alyssa.Macdonald@hillsboro-Oregon.gov](mailto:Alyssa.Macdonald@hillsboro-Oregon.gov)

# Thank you!



[Hillsboro-Oregon.gov/WaterLine](https://Hillsboro-Oregon.gov/WaterLine)