



# 2023 – 3C Lead Service Line Replacement Project



Malik D. Evans, Mayor  
City of Rochester, NY • Rochester City Council



# 2023 – 3C Lead Service Line Replacement Project

## Public Information Meeting

January 8, 2025

6:30 PM

Malik D. Evans, Mayor

Kabutey Ocansey, Commissioner of DES

Nick Considine, Director of the Bureau of Water



# Public Meeting Agenda

- Key Personnel
- Lead: Keep Your Water Safe– Concerns about Lead
- Project Location
- How is it done
  - Means & Methods
- Summary and Schedule of Project
- Questions & Comments



# Key Personnel

## Rochester Water Bureau - Administration

- Director of Water: Nick Considine
- Managing Engineer: Michael Bushart, PE
- Project Manager: Nicholas Wynne

## LaBella Associates, DPC - Design

- Civil Regional Leader: Michael Simon
- Project Manager: Donald Hoefler, PE
- Project Designer: Timothy Petranchuk

## Ravi Engineers and Land Surveyors – Resident Project Representation

- Manager Construction Services: Sean Schumacher
- Resident Project Representation: Dan Kadrie

## Nardozzi Paving and Construction, LLC – Project Contractor

- President: James Nardozzi
- Project Manager: Josiah Conley



# 2023-3C Lead Service Replacement

- Project Administered by Engineering personnel from the Rochester Water Bureau
- Project Designed by LaBella Associates DPC
- Project Inspection – Ravi Engineering and Land Surveying
- Contractor – Nardozzi Paving and Construction, LLC
- Project Cost: \$7,555,797
- Funding by American Rescue Plan Act
- Total number of Lead Service Renewals: 991
- Average Cost per service: ~\$7,625



# Frequently Asked Questions



## LET'S GET THE LEAD OUT TOGETHER!

The City needs your help in finding the lead pipes in all of Rochester's homes by 2024.



Schedule an appointment for the City to ID your water service line by:  
CALL: 585-428-7520 / TEXT: 585-866-9258  
EMAIL: [WATERENGINEERING@CITYOFROCHESTER.GOV](mailto:WATERENGINEERING@CITYOFROCHESTER.GOV)



OR scan here to report it yourself from your phone



Malik D. Evans, Mayor



City of Rochester, NY  
Rochester City Council



# Lead: Keep Your Water Safe

Rochester Water Bureau

American Water Works Association

Youtube Video

[Together- Lets get the Lead Out!](#)



# Lead & Drinking Water

Where does it come from?

There is NO LEAD in our water sources.

There is NO LEAD in water that leaves the treatment plant.

So how does lead get into drinking water?

Corrosion of

Service lines

Indoor plumbing

Indoor water fixtures





# Sources and Contributors to Lead

Lead service lines

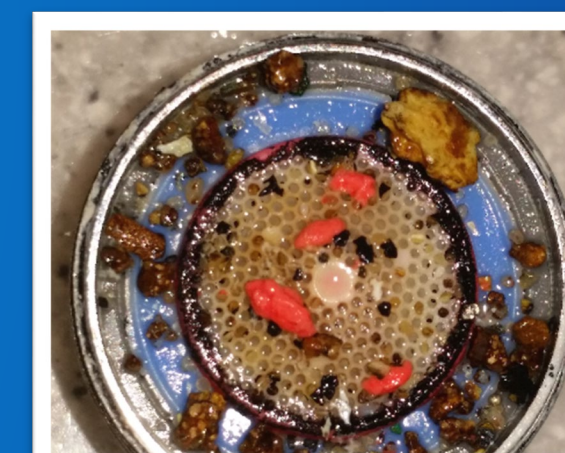
Old fixtures  
(kitchen faucets,  
water fountains)  
and lead solder

Kitchen faucet  
aerators  
(routinely clean)

Brass installed prior  
to 2014 (EPA Lead-  
Free Act reduced  
allowable lead in brass  
from 8% to 0.25%)

Galvanized iron  
service lines

Galvanized iron pipe in  
home plumbing





## Lead in plumbing-

- Lead pipes
- Copper pipes with lead solder joints
- Old fixtures
  
- Until 1986 there was no “Lead Free” standard
  - No limit on lead content in brass
  - Solder was up to 50% lead
- Until 2014, fixtures sold as “Lead Free” were allowed to have as much as 8% lead in them.



# Construction Impacts on Lead-

- Lead corrosion forms scales
- Normal Conditions- Stable
- Construction can release these scales
  - Drained pipes
  - Reversed flows
  - Moving pipes
- **Lead levels- may be increased temporarily**
  - **~3 months**



# Free Lead Testing-

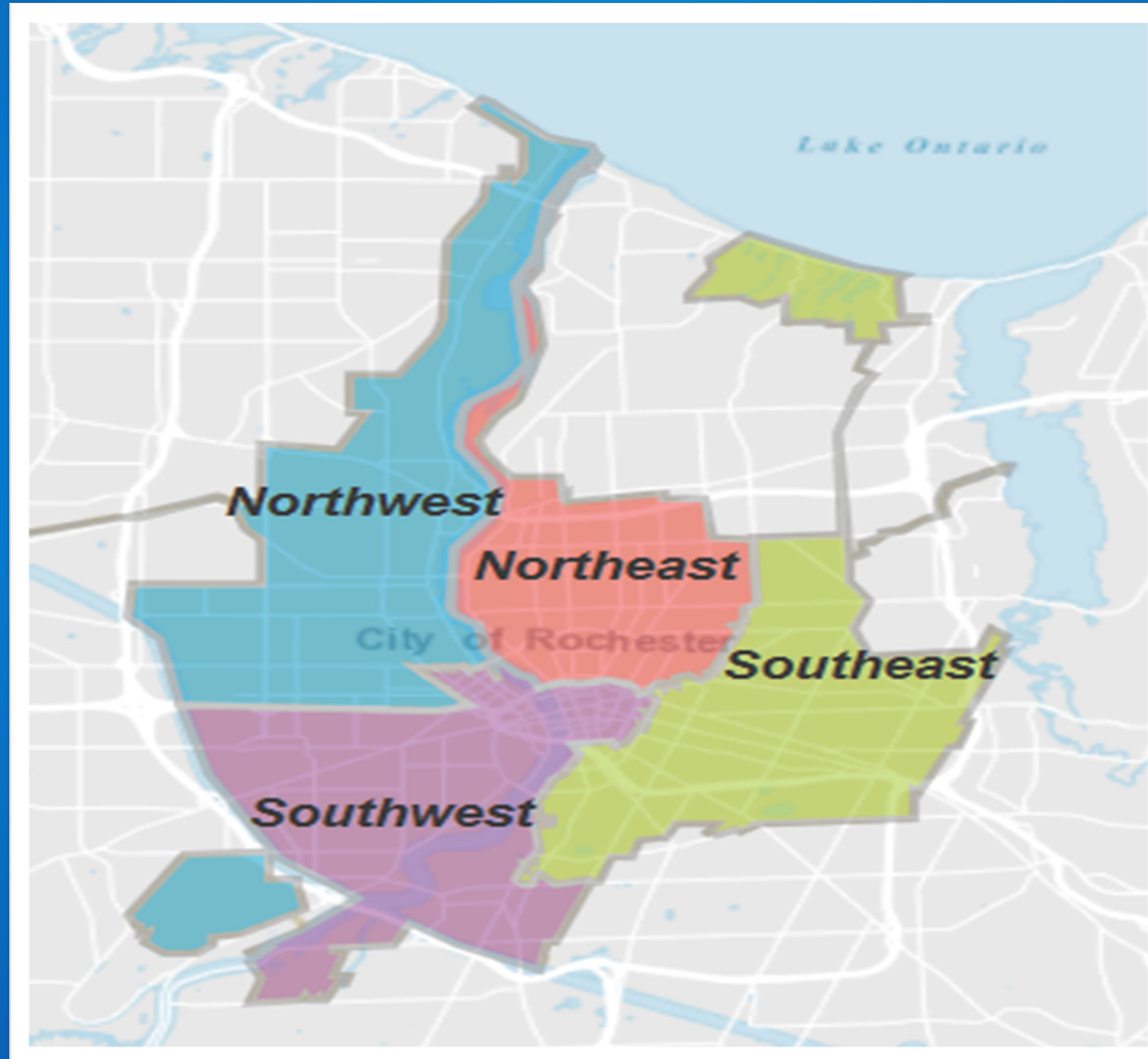
**1-3 months after construction**

Phone- (585)-428-6680 Ext 1

Email- [watertest@cityofrochester.gov](mailto:watertest@cityofrochester.gov)



# 2023-3C Lead Service Line Replacement Project Area – NE and SE Quadrants



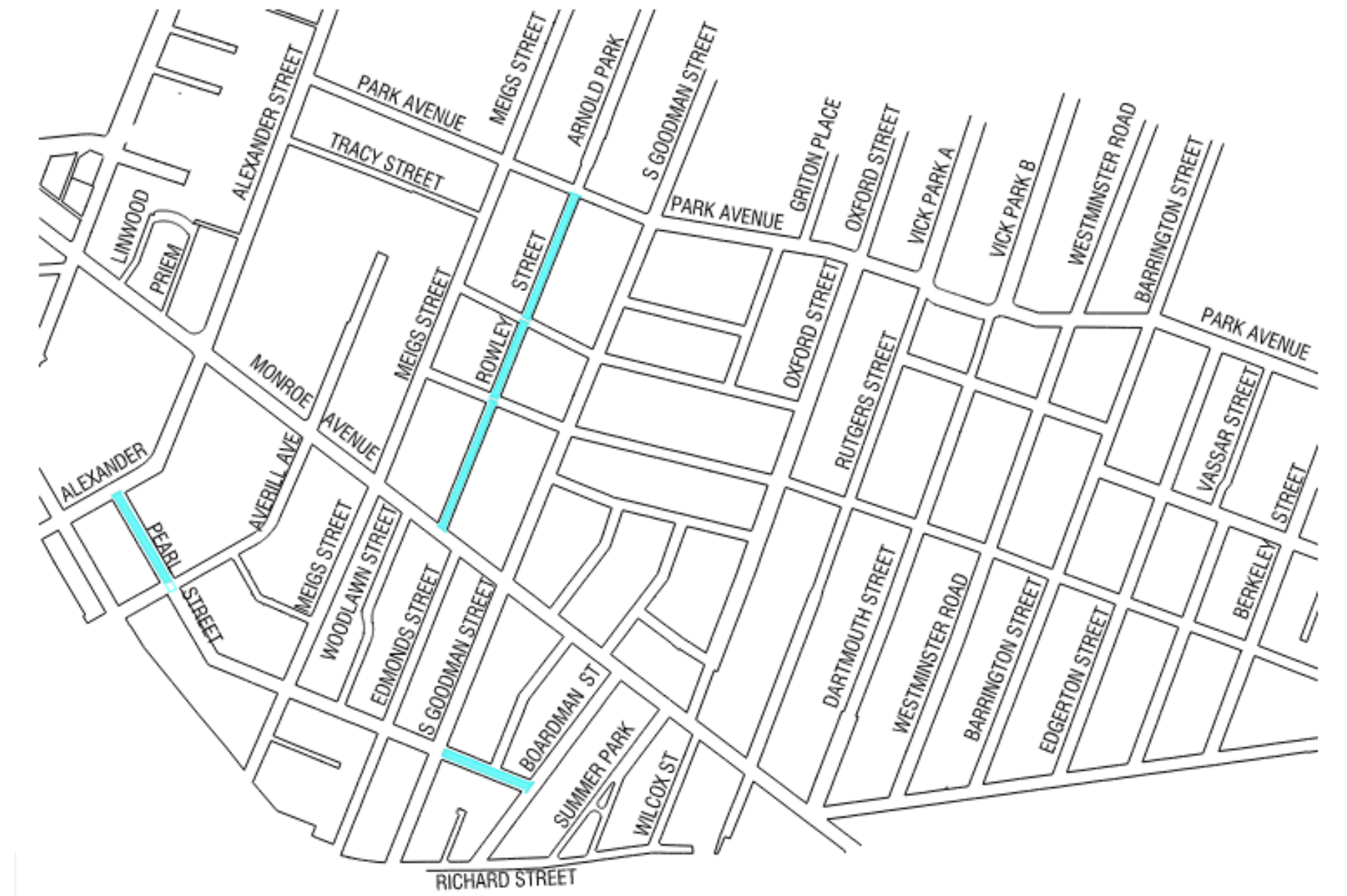


# Project Area Map NE Quadrant





# Project Area Map SW Quadrant



-  LSLR CHIP SEAL LOCATIONS
-  CHIP SEAL BETTERMENT LOCATIONS



# Criteria for LSLR Street Selection

- Large numbers of Lead, Lead lined, and Galvanized outside water services
- Water mains that are structurally sound.
- Water mains previously cleaned and lined.
- Water Bureau works in conjunction with Street Design division to select streets with large number of lead services that are scheduled for surface treatment.
  - All streets in project are scheduled for chip seal the following year.





# Advance Construction Notice



City of Rochester

Department of Environmental Services  
10 Felix Street  
Rochester, New York 14608  
[www.cityofrochester.gov](http://www.cityofrochester.gov)

Bureau of Water

## ADVANCE CONSTRUCTION NOTICE

Dear Water Customer:

A Lead Service Line Replacement Project will soon begin on your street. The Rochester Water Bureau's contractor, **Mainlining America, LLC**, will replace your "Outside Service" with new plastic or copper service tubing, if our records indicate that the portion of your buried service line from the water main in the street to the curb shut off valve near the sidewalk, known as the "Outside Service", is made of lead. You will be provided a 24 hour advance notification door hanger prior to work on your water service.

Lead service lines can be one of the sources of lead in drinking water. Although we are replacing your "Outside Service", the "Inside Service", located between the curb valve and your home, is the responsibility of the home owner. During construction, your "Inside Service" will be visually inspected and you will be informed whether or not it is made of lead containing materials. If your "Inside Service" is made of lead, the City will offer to replace it at no cost to the home owner.

If you do not elect to have your "Inside Service" replaced during this project and it is composed of galvanized steel or similar material, it is possible that the water service might be severely corroded and leaking. Our experience has been that galvanized service material has a short life expectancy. If the "Inside Service" is corroded, it may not be possible to connect the new water service to the existing water service at the curb valve. If this connection cannot be made due to the poor condition of the existing service material, it may be necessary for the property owner to replace the "Inside Service". Every effort will be made to protect the integrity of the existing "Inside Service" while making the connection to the new "Outside Service".

Replacement of your "Outside Service" will require shutting off the water to your home for several hours. This work can temporarily disturb and dislodge lead containing sediment in your pipes. To remove this sediment from the buried service line, the contractor will thoroughly flush it, from the water main to the water meter, after the new service has been installed. To perform this flush, the contractor will need to access your meter, temporarily disconnect it and attach a hose to the service. Water will be flushed through the hose to the outside or to a washtub or drain in your basement. After completion of the flush, the hose will be removed and the meter will be reconnected.

After flushing out the buried service line, it is important that you thoroughly flush the plumbing inside your home as soon as possible before using water for drinking and cooking. You will be given instructions for flushing your internal plumbing in the door hanger "**Important Notice Regarding Your Water Service**".

Although flushing your plumbing has been proven to be very effective at reducing lead levels, you may also choose to use a water filter pitcher that is certified to remove lead. Upon request the Water Bureau will provide you with a free NSF certified water filter pitcher to remove lead. In addition, free lead testing of your water is available approximately one month after your "Outside Service" has been replaced. To arrange for this testing, please call the Water Bureau's Laboratory at (585) 428-6680 Ext 1, or send an email to: [watertest@cityofrochester.gov](mailto:watertest@cityofrochester.gov).

Phone: 585.428.7500

Fax: 585.428.6353

TTY: 585.428.6054

EEO/ADA Employer



## ADVANCE CONSTRUCTION NOTICE

The Contractor's employees will have City issued photo ID badges for identification. Water Bureau personnel will perform construction supervision and inspection and will also carry ID badges. If you have any questions or concerns about a worker wanting access to your basement, or if you have any other concerns about this work, you may call our 24-hour Dispatch Office at (585) 428-7500.

Some traffic restrictions are necessary in order to complete the work. Access to driveways and sidewalks will be maintained if possible. Construction activities will cause periods of noise and dust. We will work to minimize these conditions with your best interest in mind. All pavement, sidewalks and lawn areas that are disturbed by this work will be restored by the contractor.

If you have any questions about this work, please contact our Project Manager, Nick Wynne, at (585) 428-7049 or [Nicholas.Wynne@cityofrochester.gov](mailto:Nicholas.Wynne@cityofrochester.gov).

Any other issues arising from this project should be directed the **Water Bureau Dispatch Office at (585) 428-7500**. We thank you for your patience and cooperation while we work to improve the water system and keep your water safe.

For more information on Lead and "**Keeping Your Water Safe**" please visit our web site: [www.cityofrochester.gov/drinkingwatersafety](http://www.cityofrochester.gov/drinkingwatersafety)

Sincerely,

Geoffrey Gugel  
Director of Water



# Water Service Shut Notification



**City of Rochester, New York**

Department of Environmental Services  
Bureau of Water

## NOTICE: Water Service Shut Off

The Contractor performing the service work has/  
will shut off the water supply to this building on:

Day: \_\_\_\_\_

Date: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_

We are sorry for this inconvenience, but this shutoff is necessary in order to make water system repairs/improvements.



City of Rochester, NY  
Malik D. Evans, Mayor  
Rochester City Council



**City of Rochester, New York**

Department of Environmental Services  
Bureau of Water

## NOTICE: Water Service Shut Off

The Contractor performing the service work has/  
will shut off the water supply to this building on:

Day: \_\_\_\_\_

Date: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_

We are sorry for this inconvenience, but this shutoff is necessary in order to make water system repairs/improvements.



City of Rochester, NY  
Malik D. Evans, Mayor  
Rochester City Council



# Keeping Your Water Safe



## KEEPING YOUR WATER SAFE

The City of Rochester has provided its customers with a dependable supply of safe and affordable drinking water for more than 140 years. To ensure your water is of the highest quality, use these simple steps to minimize lead in your tap water.



### HEALTH IMPACTS OF LEAD

Lead is a toxic metal known to have negative health effects particularly in pregnant women, infants and young children. Lead has been linked to learning disabilities, behavioral problems and more.

### WHERE DOES LEAD IN WATER COME FROM?

Lead is not found in Rochester's source water or in the water mains. Lead can be present in the service lines connecting homes to water mains and in brass fixtures, faucets, and solder in copper plumbing. These items can pass lead into the water you use for drinking and cooking.

**OTHER SOURCES OF LEAD** Childhood lead poisoning is nearly always the result of ingesting lead dust from deteriorated lead-based paint in the home. Make sure your house or apartment is safe from lead hazards by scheduling a FREE lead inspection with the City by calling (585) 428-

6520. More information is available from the Coalition to Prevent Lead Poisoning: [www.letsmakeleadhistory.org](http://www.letsmakeleadhistory.org).

### FOLLOW THESE STEPS TO FIND OUT IF THERE IS LEAD IN YOUR WATER

**Check Available Records:** Water service material records are available in the Property Information Application at [maps.cityofrochester.gov](http://maps.cityofrochester.gov). Enter address and click "Water" tab or call the Water Dispatch office at (585) 428-7500.

**Have Your Water Tested for Free:** Contact the Water Bureau's Laboratory at (585) 428-6680 Ext 1, or by email to: [watertest@cityofrochester.gov](mailto:watertest@cityofrochester.gov).

**Inspect Your Plumbing:** To identify sources of lead in your plumbing go to: [www.lslr-collaborative.org/identifying-service-line-material.html](http://www.lslr-collaborative.org/identifying-service-line-material.html)

**Contact a licensed plumber:** call the City's Bureau of Buildings and Zoning Permit Office at (585) 428-6526 or go to [www.cityofrochester.gov/licensedtrades/](http://www.cityofrochester.gov/licensedtrades/)

### SIMPLE STEPS YOU CAN TAKE TO REDUCE LEAD

- 1 Use only cold water** for drinking, cooking, and preparing baby formula. Hot water dissolves lead more quickly.
- 2 Flush your pipes** any time water has been unused for more than 4-6 hours. Lead levels are highest when water has been sitting in the pipe.
- 3 Routinely clean faucet screens** which can accumulate lead and rust particles.
- 4 Use a Water Filter** that is certified NSF 53 to remove lead. Find out more at [www.nsf.org](http://www.nsf.org)

### EPA HOTLINE AND INFORMATION:

Lead in Drinking Water Web Site: [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead) • EPA Safe Drinking Water Hotline: 1-800-426-4791  
For more, visit [www.cityofrochester.gov/drinkingwatersafety](http://www.cityofrochester.gov/drinkingwatersafety)



# Summary of Project Events

1. Excavate at curb stop – determine service material on outside service and inside service
2. Excavate at water main – abandon existing lead service and install new polyethylene water service from main to curb stop.
3. Contractor will then flush the entire water service from the water main to the meter and reset water meter.
4. If material of inside service is verified as lead containing, send home owner offer letter for no cost replacement. Contractor will schedule replacement.
5. Property Access Agreement must be signed by home owner to coordinate date and time for contractor to renew the inside service from curb valve to water meter located in basement.
6. Backfill excavations
7. Provide resident with **Important Notice Regarding Your Water Service** which instructs resident on how to flush the internal plumbing lines in the home.
8. Perform surface (pavement and lawn) restoration.



# Summary of Project Events-Outside Service





# Summary of Project Events-Inside Service





# Inside Service Replacement Notification

## Initial Notification

## Final Notice

 **City of Rochester** Bureau of Water  
 Department of Environmental Services  
 10 Felix Street  
 Rochester, New York 14608  
 www.cityofrochester.gov

Dear Customer,

The Water Bureau's Contractor has recently begun work on a Lead Service Line Replacement Project in your neighborhood. Our records indicate that the portion of the service line on your property (from the shut off valve near the sidewalk to your water meter) known as the "Inside Service" may contain lead. Our inspection shows your Inside Service contains lead and we will replace it at **NO COST TO YOU** as part of this project.

Please note, authorization from the property owner is required to allow our crews to perform the work. Attached is the Property Access Agreement for authorized signatures. Please review, sign, and call the Project Representative's number below to have forms picked up by our City representative or scan and email to [redacted]

Water service replacements are typically completed within 4-6 hours and require the water to be turned off during the work. We will work with you to schedule the work at your convenience. When completed, the City, or designated contractor, will perform a complete flush of the service line from the water main to the meter, as well as provide you with instructions to flush your internal plumbing.


**Please contact the Project Representative listed below to have your inside service line replaced for FREE!**

**Email:** [Dhoefler@labellapc.com](mailto:Dhoefler@labellapc.com) **Or Call:** 716-912-3982

For more information on Lead and "Keeping Your Water Safe" please visit our web site: [www.cityofrochester.gov/drinkingwatersafety](http://www.cityofrochester.gov/drinkingwatersafety) If you have questions or concerns about your water quality, contact our lab to schedule free lead testing at 585-428-6680 x1, or via email at [waterfest@cityofrochester.gov](mailto:waterfest@cityofrochester.gov)

We look forward to hearing from you.

Phone: 585.428.7500 Fax: 585.428.6353 TTY: 585.428.6054 EEO/ADA Employer 

 **City of Rochester** Bureau of Water  
 Department of Environmental Services  
 10 Felix Street  
 Rochester, New York 14608  
 www.cityofrochester.gov

Date: [redacted]

## FINAL NOTICE

**Re: Inside Water Service Line Replacement at:**

Address: [redacted]

The Water Bureau is working on a Lead Service Line Replacement Project in your neighborhood. Our inspection shows that the portion of your water service line on your property (from the shut off valve near the sidewalk to your water meter) known as the "Inside Service" contains lead. In an effort to remove all possible sources of lead from the water system the City of Rochester will replace your inside water service at **NO COST TO YOU** as part of this project.

In order for the City to proceed with the water service replacement we require that the property owner provide the City with authorization to enter your property for the sole purpose of replacing your lead-containing water service. Attached is the Property Access Agreement for your signature(s). Please review, sign, and call the Project Representative's phone number listed below to have the forms picked up. This form can also be scanned and emailed to [dhoefler@labellapc.com](mailto:dhoefler@labellapc.com)

**This is your final notice.** If we are unable to obtain a signed Property Access Agreement for the above-referenced property by [redacted], the inside service replacement will not be replaced as part of this project. If we do not hear from you, the offer to replace the inside water service **AT NO COST** will be missed and the cost to replace the inside water service will be borne by the property owner. The costs associated with water service replacement can amount to **several thousand dollars.**

Please call the Project Representative at 716-912-3982 or 716-710-3046 today to make arrangements for our contractor to access the property to replace the inside water service. Thank you for your cooperation as we improve the Rochester water system.



# Important Notice Regarding Your Water Service



**City of Rochester, New York**  
Dept. of Environmental Services Water Bureau

## IMPORTANT NOTICE REGARDING YOUR WATER SERVICE



Recent construction activities may have caused particles to dislodge from inside your water service. If your service is made of lead, some lead scale or sediment may have been released during the work.

Follow these instructions to improve the water quality in your home.

**Before using water, flush all your faucets using these 5 steps:**

- 1** Remove aerators from all faucets. An aerator is a screen at the tip of the faucet that helps to eliminate splash.
- 2** Open all cold water faucets fully, starting at the lowest level in your house.

- 3** Let the water run through the faucets for at least 30 minutes. Be sure to run cold water in all bathtubs and showers.
- 4** Close all faucets, starting at the lowest level.
- 5** Reinstall faucet aerators after cleaning them.

**Every day-If your water has been sitting for more than 6 hours, let the cold water run for 3-5 minutes before drinking or cooking.**

More information about drinking water safety can be found at our website:  
[www.cityofrochester.gov/drinkingwatersafety](http://www.cityofrochester.gov/drinkingwatersafety)  
or call (585) 428-7500





# Post LSLR Guidance

## POST LEAD SERVICE LINE REPLACEMENT GUIDANCE Important Health Information: Minimize Your Exposure to Lead

### Work on your service line is complete:

After a lead service line replacement, a temporary increase in lead levels may occur in your tap water. This is because construction can disturb scale on your existing pipes that may have accumulated lead over time, even if they are not made of lead. This is especially true of galvanized piping. When lead is released from a lead service line over decades of use and passes through galvanized pipes, it can accumulate in the rust on the pipe walls. Lead release from galvanized pipes can vary from home to home and can continue to occur even after a lead service line is replaced. Depending on the condition of your plumbing, lead levels might be elevated for a few months after your lead service line is replaced.

### Steps you should take after service line replacement

#### Immediately:

- **Flush your household plumbing** following the instructions on the door hanger titled- "Important Notice Regarding Your Water Service". This will help remove the sediment and scale that may have been loosened during construction.

#### For the next 90 days:

- **Flush your plumbing** at least once a day, or any time the water has sat unused for more than four hours from any cold water tap by letting it run for 5 minutes. This will help clear out loosened scale from your pipes. The cost for running a faucet for 5 minutes is around one cent. Data shows this is the **most effective method** of reducing lead in tap water.
- Although flushing your plumbing has been proven to be very effective at reducing lead levels, you can also choose to use a water filter certified to remove lead. Upon request, the Water Bureau will provide you with a free water filter pitcher that is certified remove lead. You will be given a 90 day supply of filter cartridge refills. Please contact the Water Bureau at 428-7500 to request your free filter. Find out more on filter certification at [www.nsf.org](http://www.nsf.org)
- **Request a lead test.** After 30 days, the City will perform a *free* test of your tap water for lead. Contact the Water Bureau's Laboratory at (585) 428-6680 Ext 1, or by email to: [watertest@cityofrochester.gov](mailto:watertest@cityofrochester.gov).

#### After 90 days:

Unless your home has entirely new plumbing, and water service lines, we recommend that you continue to take the following simple steps to ensure you are minimizing your exposure to lead:

- **Use ONLY Cold Water** –Always use COLD water for drinking, cooking, and preparing baby formula. Hot water dissolves lead more quickly.
- **Flush Your Pipes**- Lead levels are usually at their highest when water has been sitting in the pipe for several hours. Clear your pipes by running the cold water for three to five minutes.
- **Periodically Clean Faucet Screens** – Routinely remove and clean your faucet screens. Screens can accumulate lead and rust particles.
- **Replace Lead Containing Plumbing**- To help identify sources of lead in your plumbing go to <https://www.lslr-collaborative.org/identifying-service-line-material.html> or contact a licensed plumber. For a list of licensed plumbers, call the City's Bureau of Buildings and Zoning Permit Office at (585) 428-6526 or go to <http://www.cityofrochester.gov/licensedtrades/>.

#### OTHER SOURCES OF LEAD:

Childhood lead poisoning is nearly always the result of ingesting lead dust from deteriorated lead-based paint in the home. If you suspect you may have lead paint you can make sure your house or apartment is safe from lead hazards by scheduling a FREE lead inspection with the City by calling (585) 428-6520. Additional information is available from the Coalition to Prevent Lead Poisoning: [www.letsmakeleadhistory.org](http://www.letsmakeleadhistory.org).




# Water Filter Pitcher



 **City of Rochester, New York**  
Dept. of Environmental Services Water Bureau

## IMPORTANT NOTICE REGARDING YOUR WATER SERVICE

 Recent construction activities may have caused particles to dislodge from inside your water service. If your service is made of lead, some lead scale or sediment may have been released during the work.

Follow these instructions to improve the water quality in your home.

### Before using water, flush all your faucets using these 5 steps:

- 1 Remove aerators from all faucets. An aerator is a screen at the tip of the faucet that helps to eliminate splash.
- 2 Open all cold water faucets fully, starting at the lowest level in your house.
- 3 Let the water run through the faucets for at least 30 minutes. Be sure to run cold water in all bathtubs and showers.
- 4 Close all faucets, starting at the lowest level.
- 5 Reinstall faucet aerators after cleaning them.

**Every day-If your water has been sitting for more than 6 hours, let the cold water run for 3-5 minutes before drinking or cooking.**

More information about drinking water safety can be found at our website:  
[www.cityofrochester.gov/drinkingwatersafety](http://www.cityofrochester.gov/drinkingwatersafety)  
or call (585) 428-7500



# Water Filter Pitcher

- Concerns or problems should be reported to the Water Bureau Dispatch Office (428-7500), which is staffed 24 hours a day, 7 days a week, 365 days a year.

**585-428-7500**

- Additional information and weekly construction updates will be available at:

**[www.cityofrochester.gov/lead](http://www.cityofrochester.gov/lead)**

