
Citizens Energy Group Lead Service Line Replacement Program Overview



We're All Citizens.

Lead-Related Communications

LEAD SERVICE LINE REPLACEMENT PROGRAM-
PROJECT INFORMATION

Annual Notification Letter

- Annually, we are required to annually notify customers who have a lead, unknown, or galvanized iron service line that requires replacement.
- We anticipate that to be approximately 75,000 customers.
- All new customers are receiving this letter at the time-of-service initiation.



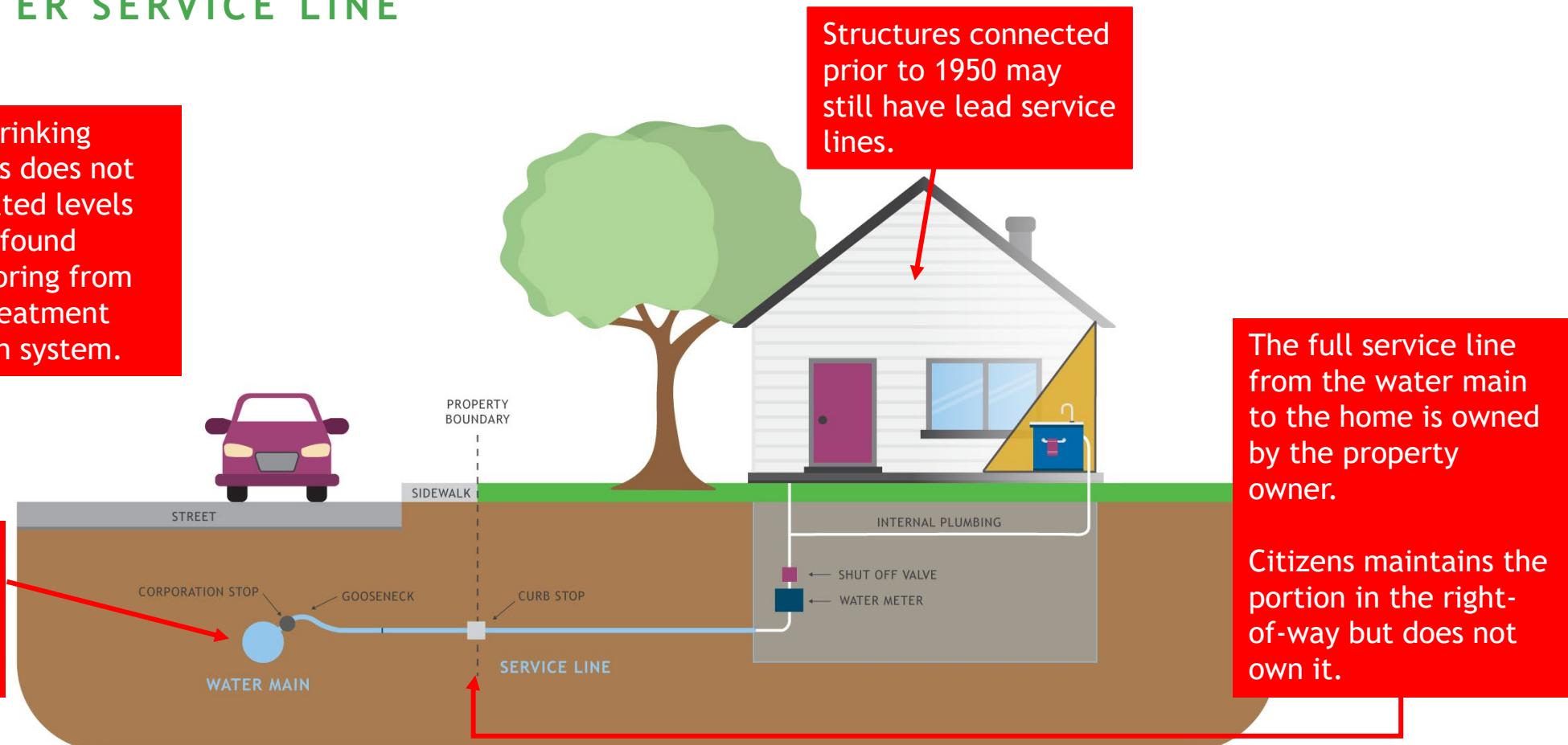
WHAT IS THE LEAD SERVICE LINE REPLACEMENT PROGRAM?

LEAD SERVICE LINE REPLACEMENT PROGRAM-
PROJECT INFORMATION

TYPICAL WATER SERVICE LINE

Water from Citizens' drinking water treatment plants does not contain lead and elevated levels of lead have not been found through regular monitoring from Citizens' reservoirs, treatment plants, and distribution system.

Citizens does not have any water-distribution mains containing lead.



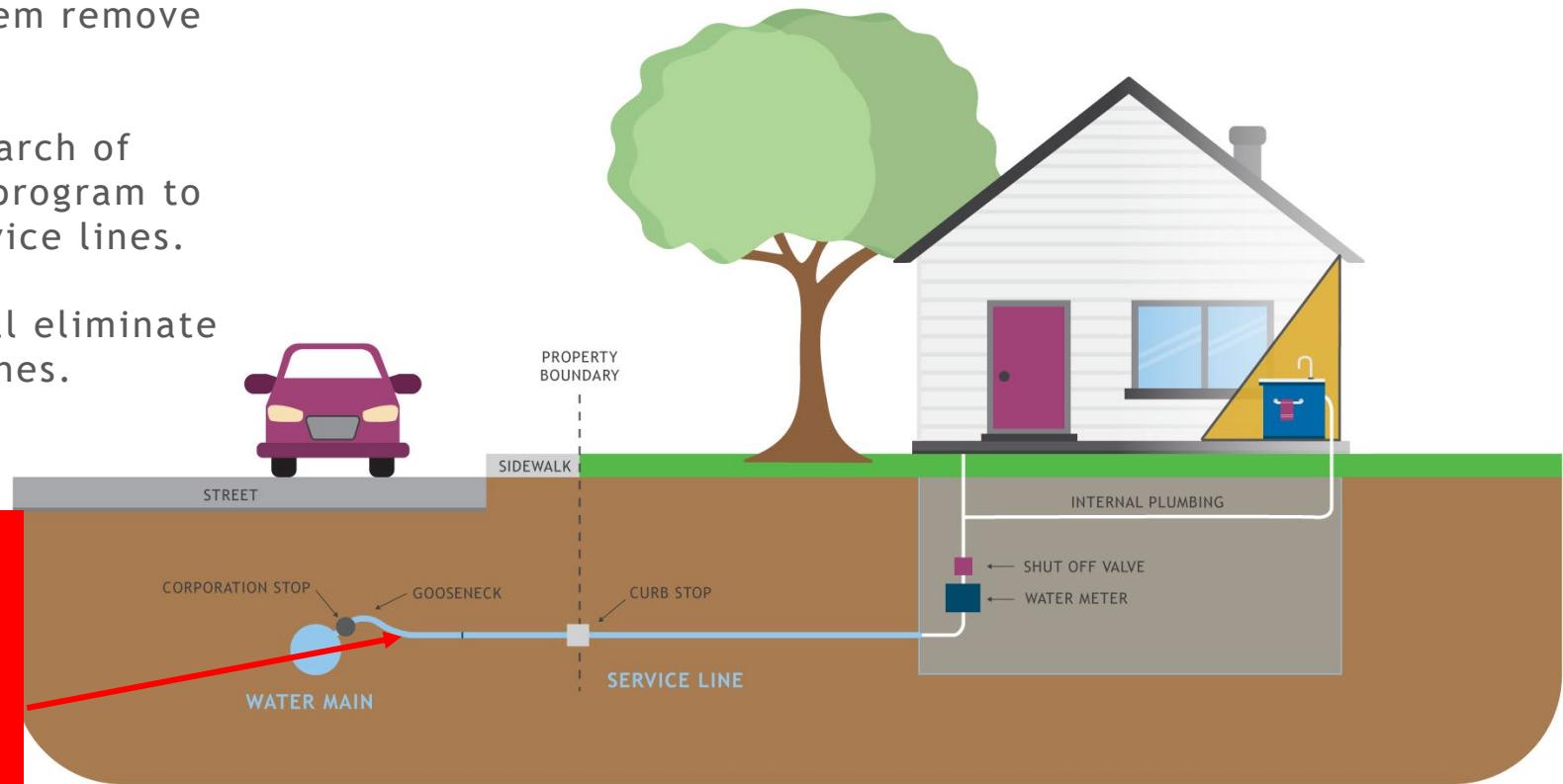
WHAT IS THE LEAD SERVICE LINE REPLACEMENT PROGRAM?

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

TYPICAL WATER SERVICE LINE

- The best way for Citizens to protect our customers from lead is to help them remove their lead service lines.
- Citizens has received approval (March of 2022) to implement a multi-year program to replace customer-owned lead service lines.
- We estimate that this program will eliminate 75,000 customer-owned service lines.

Citizens acquired the water system in 2011 and records are sparse on older service line materials (because they are not owned by the utility), so we also need to investigate the service line material type as a part of the project.

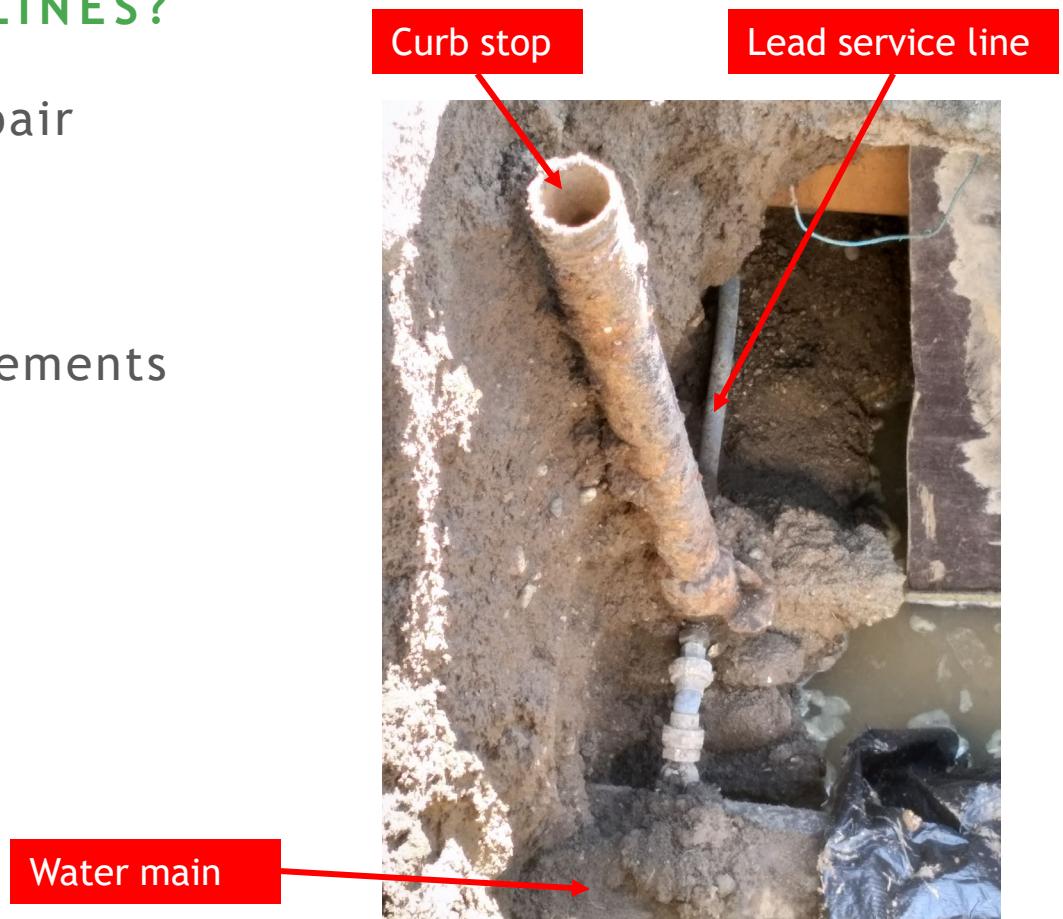


Program Overview

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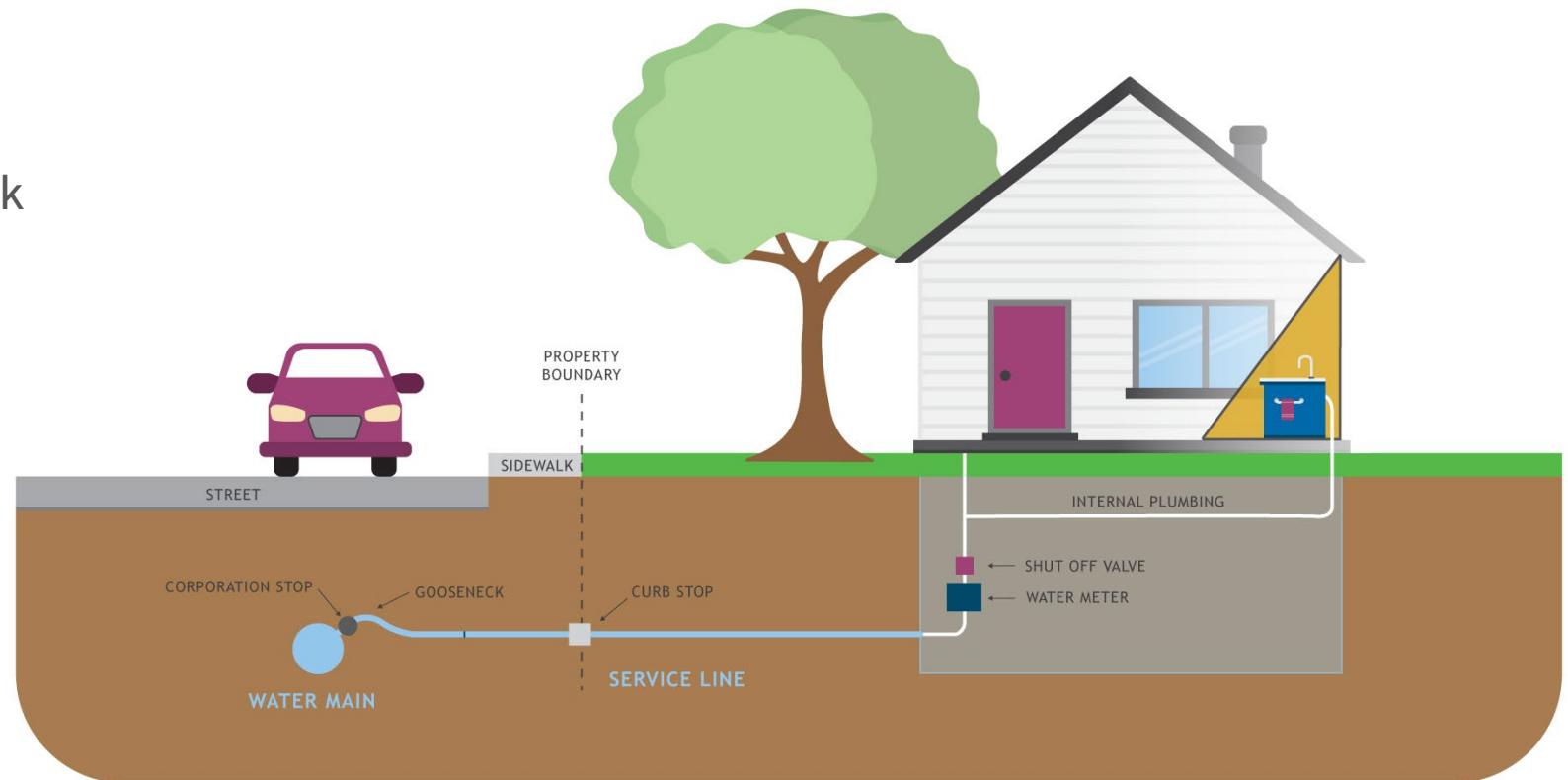
HOW IS CITIZENS REPLACING LEAD SERVICE LINES?

1. Capital improvement projects and emergency repair replacements
2. Proactive lead service line replacements
3. Property owner-initiated lead service line replacements



PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Outreach
- Potholing
- Service Line Replacement Work
- Post-Construction Instructions

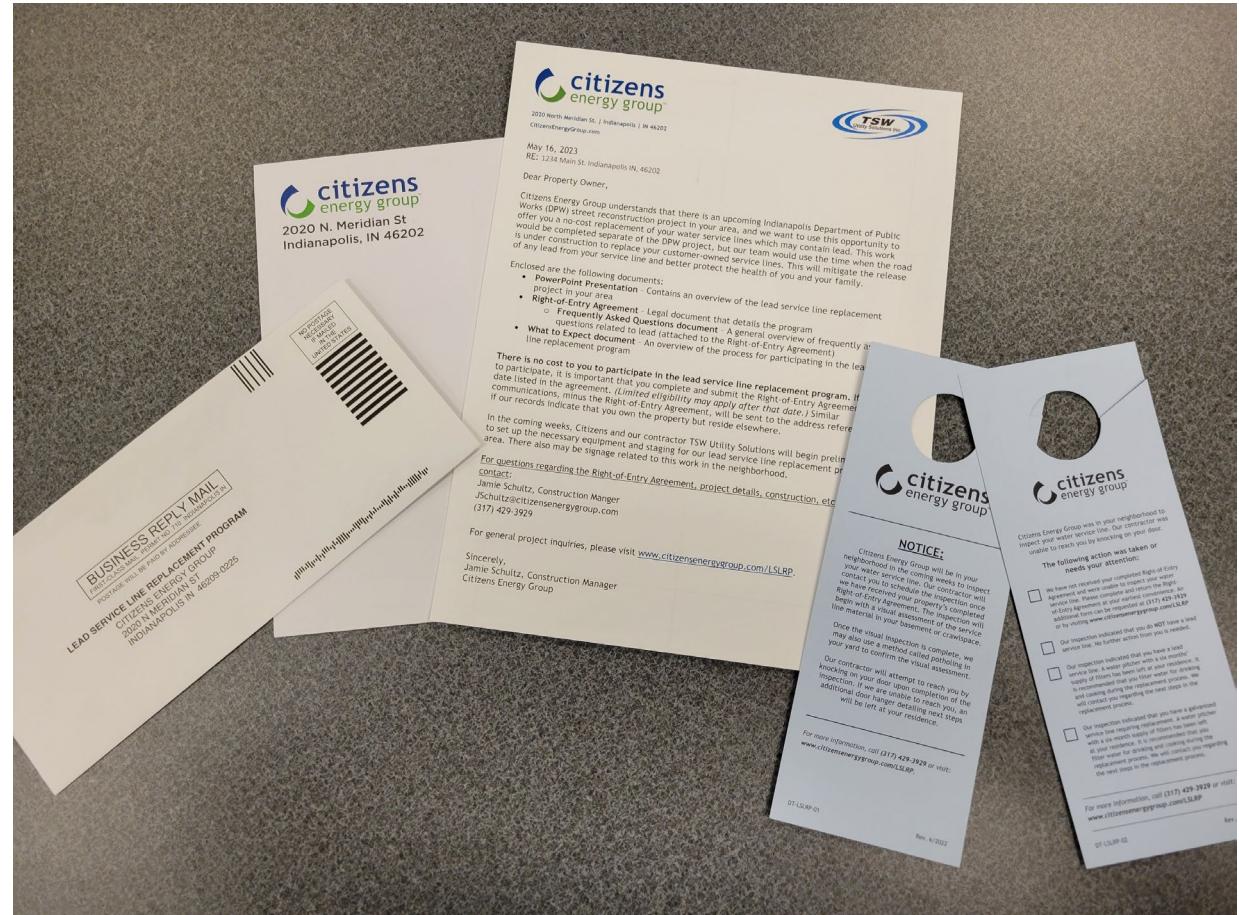


Program Overview

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Information Packet
 - Cover Letter
 - PowerPoint Presentation
 - Right-of-entry agreement (required for any potholing and replacements on private property)
 - Lead FAQ
- Door hangers
- Text messages
- E-mails



PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Potholing
 - Service lines will be potholed utilizing a vacuum excavator, inspected, and lead lines confirmed for replacement.
 - a pitcher filter and replacement cartridges will be provided for use as work is initiated.

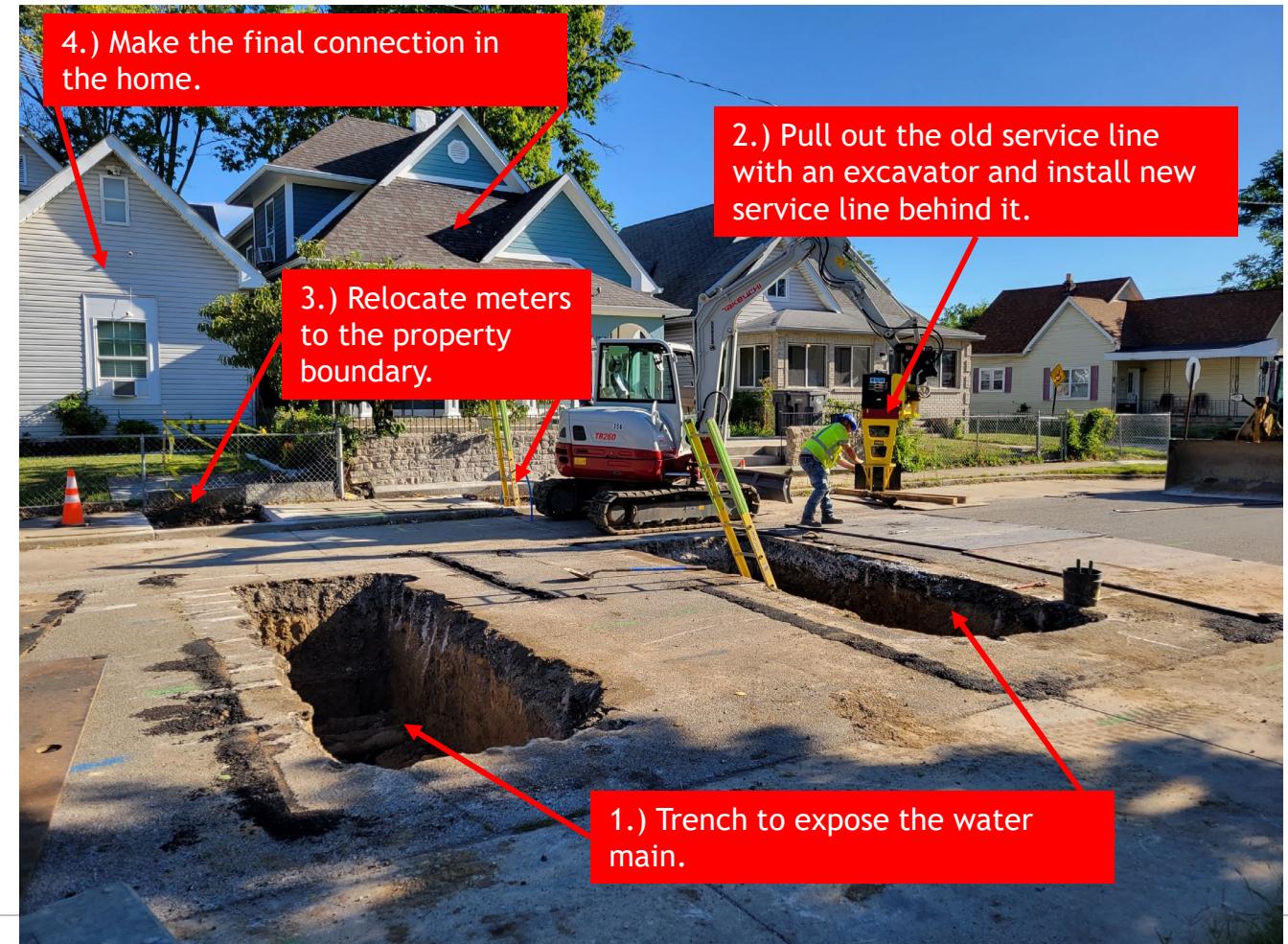


Program Overview

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PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

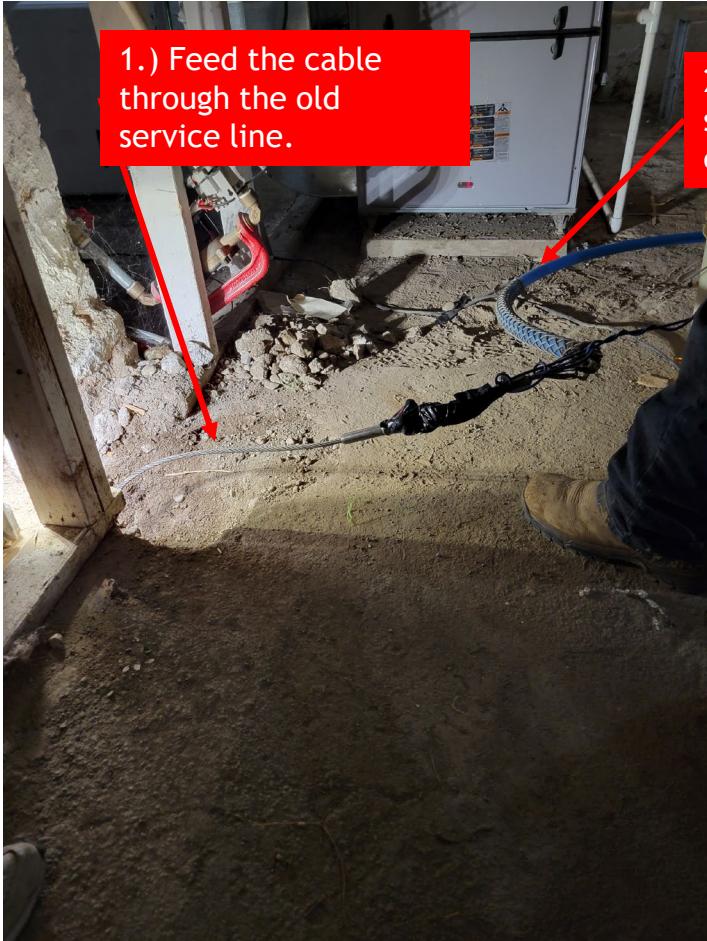
- Service Line Replacement Work
 - Citizens' contractor will coordinate with the property owner (and the resident, if they are different than the property owner) to schedule work.
 - Indoor water meters must be relocated outside.
 - ~4-8 hours to complete a replacement.



Program Overview

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PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE



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PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE



4.) Pull out the old service line, replacing it with the new line.



PROACTIVE LEAD SERVICE LINE REPLACEMENTS - EXAMPLE

- Post-Construction Instructions
 - Flushing instructions
 - Sampling instructions



Thank you!

LEAD SERVICE LINE REPLACEMENT PROGRAM- PROJECT INFORMATION

QUESTIONS?



Home > Projects > Lead Service Line Replacement

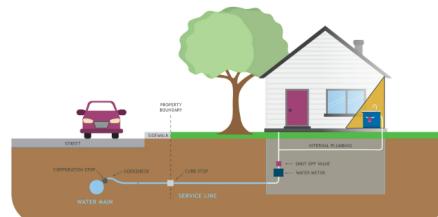
Lead Service Line Replacement Program

Project Background

Citizens Energy Group has received approval from the Indiana Utility Regulatory Commission (IURC) to implement a multi-year program to eliminate customer-owned lead service lines, both in the public right-of-way and on customer property.

While Citizens no longer has any active lead water mains, homes and businesses constructed and connected to the water system prior to 1990 may have lead water service lines. The water service line is the line that connects the main to the dwelling or building (see figure below). The Lead Service Line Replacement Program is designed to replace customer-owned lead water service lines across Citizens Energy Group's water service territory.

Because Citizens has no active water main containing lead and there is no lead in the drinking water that leaves Citizens' water treatment plants, a Lead Service Line Replacement Program is part of the solution to eliminate potential exposure risk to customers. Citizens plans to complete projects to eliminate approximately 55,000-75,000 customer-owned lead service lines over a multi-year period.



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Our Projects

- Construction Map
- Diginity Tunnel System
- Diginity Related Projects
- Septic Tank Elimination Program
- Citizens Reservoir
- Virtual Tours
- Pleasant Run Crossing
- Rock Ramp
- Lead Service Line Replacement Program

Resources

- Lead and Copper in Drinking Water
- IDEM Lead in Drinking Water Fact Sheet
- What To Expect Document
- System Flushing Information

Lead Service Line Replacement Projects

Upcoming Replacement Area



Brookside to Nowland

In Construction



Balsam and Evergreen

Recently Completed



Barnes Ave. to Rader St.



Nowland Avenue



Parkway Avenue



2100 Block of Broadway

Visit www.citizensenergygroup.com/LSLRP or contact Alex Haberfield at ahaberfield@citizensenergygroup.com or call (317) 941-7120.