



Englewood Utilities Lead Reduction Program

Public Open House | October 11, 2023

Updated: October 23, 2023

Open House Meeting Minutes

Wednesday, October 11, 2023

6-7:30 pm

Community Room, 2nd Floor Civic Center

1000 Englewood Parkway,

Englewood CO 80110

The City of Englewood Representatives

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| Pieter Van Ry | Dir., of Utilities and South Platte Renew |
| Sarah Stone | Deputy Dir., of Business Solutions and Engineering |
| Josh Roach | Deputy Dir., of Operations |
| Ryan Ratcliff | Distribution & Collection Manager |
| Adam Marquez | Engineering Supervisor |

Hazen and Sawyer Consultant Team

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|----------------|------------------------|
| Steve Price | Program Manager |
| Jasmine Gamboa | Deputy Program Manager |
| Kylie | Program Assistant |

NHN Consulting Team

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| Nora Neureiter | Community Outreach Lead |
| Venita Currie | Community Outreach Support |

Meeting Minutes Overview

Approximately, 70 people attended the city’s open house event to learn more about **Englewood Utilities Lead Reduction Program**. There were seven (7) large poster boards displayed in the city’s community room. Each poster explained a core component of the program with city staff or project team members stationed next to them to answer customer questions. The following is a summary of the questions and concerns expressed during the open house.

City and consultant staff used information from the project webpage to respond to customers. Excerpts of the project webpage have been inserted below to demonstrate what type of information was provided.



- **Questions:**
 - **What are you replacing and how much will it cost?**
 - **Answer:** The City of Englewood’s Lead Reduction Program is a multi-year program that will eliminate lead service lines in the water system and replace them with copper lines. Englewood is pursuing federal funds and principal forgiveness options to reduce impact on water rates.
 - **Will this improve the taste of my water?**
 - **Answer:** Generally, lead in drinking water is not known for producing taste or odors. Englewood Utilities is taking other steps to improve the taste of the drinking water for customers.
 - **Are you going to make me put in a new meter?**
 - **Answer:** There is no plan to require people to transition from a flat rate to a meter.
 - **How will the city prioritize lead service line replacements?**
 - **Answer:** Englewood is prioritizing communities which are most vulnerable and at-risk from lead exposure, particularly children under the age of 5. Areas with schools and daycare facilities that serve these populations will be prioritized. Other determining factors are areas with the highest concentration of lead service lines, underserved neighborhoods, and coordination with other known construction activities.
 - **How can I get on the list to get a replacement?**
 - **Answer:** We first have to verify if you have a lead service line. The city has a Customer Survey that will allow you to determine if you have a lead service line through a simple test. If you would like the city to verify your service line material through physical verification, we can either do an in-home inspection or excavate a small hole in your yard. Please contact the City of Englewood Utilities’ billing department at 303-762-2635 from 8 am to 5 pm, Monday – Friday, or email us at lead@englewoodco.gov for more information.
 - **Will you reconnect the water service line inside the house?**
 - **Answer:** Yes
 - **Will a backflow preventer be installed?**
 - **Answer:** No



- **How much will water rates go up?**
 - **Answer:** This will depend on the number of lead service line replacements needed. Currently, Utilities is in the inventory phase of the Lead Reduction Program and is performing verification efforts to get an accurate count of the lead service lines that will need to be replaced within Englewood’s service area. This inventory will inform how much water rates or service fees will increase starting in 2025.
- **Will everyone be impacted by increasing water rate fees or just the people impacted?**
 - **Answer:** Any water rate increase or service fee will be applied to all customers. Permanently removing sources of lead in drinking water provides holistic benefits to the service area as it removes the need to install other water treatment upgrades in the future in regard to controlling corrosion.
- **How will historical homes be monitored?**
 - **Answer:** A specialist will monitor the foundation of historical homes during construction activities.
- **Please confirm my water service line material.**
 - **Answer:** We can look up your address tonight on the project’s online inventory maps. You can also go to the project website and look for a link titled “service line inventory” to the right of your screen. Click it to enter your address and then it will walk you through the next steps.
 - **Answer:** If you scroll down a bit, you’ll also see a link titled: View the Map and User Guide Here”, which will give you a tutorial on how to use the online inventory map.
- **Why is it assumed lead?**
 - **Answer:** This property has records about the property construction that would indicate a lead service line could have been installed. This service line is assumed to be made of lead until physically verified. This property is included in the replacement program.
- **When will I be contacted if my service line is assumed lead?**
 - **Answer:** This property has records about the property construction that would indicate a lead service line could have been installed. This service line is assumed to be made of lead until physically verified. This property is included in the replacement program. You will be contacted to schedule a future date to confirm your service line material.
- **When will replacements start?**
 - **Answer:** Replacements will begin in early 2024 and continue for several years until all lead service lines in Englewood have been replaced.



- **How will you figure out my status if it is unknown?**
 - **Answer:** No records or data have been found to determine if the service line contains lead. This property is included in the replacement program and the service line material will be further investigated. This property is included in the replacement program. You will be contacted to schedule a future date to confirm your service line material.

- **Concerns of residents:**
 - The possibility of water rates going up.
 - Damage to their yards.
 - The potential range of water rate increases.

Summary

- Overall, customers felt like their questions were answered, learned more than when they came in and had a positive interaction with the city and consultants. Several customers were heard commenting that they appreciated the city hosting the event and that they now have a clearer understanding of how the program works.