



# Village of Evergreen Park Initial Lead Service Line Replacement Plan

REL Project 22-R0905

April 15, 2024



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# Evergreen Park

## 1.0 Overview

### 1.1 Introduction

The Lead Service Line Replacement and Notification Act (Act), State of Illinois Public Act 102-0613, went into effect on January 1, 2022. This Act required that every owner or operator of a community water supply (CWS) that has known or suspected lead service lines (LSLs) create a plan to replace each lead and galvanized service line (if connected downstream of lead piping); submit that initial plan to the Illinois Environmental Protection Agency (Agency) by April 15th, 2024; submit by April 15th of each year after 2024 until 2027 an updated lead service line replacement plan to the Agency; and submit by April 15th, 2027 a final lead service line replacement plan to the Agency. The Act also requires that the plan is posted on the community water supply's website.

The Act also requires that the plan is posted on the community water supply's website. This Plan will be available on the Village's website until April 15, 2025, at which time it will be replaced with an updated Plan.

The Village of Evergreen Park has prepared an initial Lead Service Line Replacement Plan (Plan) in compliance with the Act and its requirements. The Plan includes the name and identification number of the CWS; an inventory of the total service lines, known and suspected LSLs, and LSLs that have been replaced since 2020; a proposed replacement schedule; a cost analysis with financing options; a prioritization plan; community outreach measures; and workforce development measures.

## 2.0 Background Information

### 2.1 Location

The Village of Evergreen Park is located in Cook County in northeastern Illinois approximately 14 miles southwest of downtown Chicago in Cook County, IL. The Village is bounded by Oak Lawn to the west, and Chicago to the east, west, and south. The Village corporate boundaries encompass an area of approximately 3.16 square miles.

### 2.2 Community Water Supply (CWS)

The Community Water Supply (CWS) is named Evergreen Park and is IEPA Water System No. IL0310840. The CWS serves a population of 19,943 and has 6,987 service connections as reported to the IEPA and posted to Illinois.gov under the Illinois Drinking Water Watch.

The CWS takes ownership of the service line extending from the water main to the water shut-off valve or Buffalo Box (b-box)/curb stop while the property owner takes ownership of the service line from the water shut-off valve or Buffalo Box (b-box)/curb stop according to the Village's Code of Ordinances, listed in Appendix 1.

## 3.0 Lead Service Line Inventory (LSLI)

### 3.1 Summary

The definitions of water service line materials in the CWS's inventory adheres to the definitions provided by the Illinois EPA. These definitions are outlined in the table below.

Service Line Material
Copper – No Lead Solder (C)
Galvanized Requiring Replacement (GRR)
Lead (L)
Cast/Ductile Iron (O)
Unknown (U)
Unknown Not Lead (UNL)

The CWS has made ongoing efforts to complete its inventory. These efforts include those listed below: water meter replacement records, a property's building age, exploratory excavations at targeted locations, and visual inspection of interior service lines.

- **Building Age:** For those buildings constructed after 1988, service lines are assumed to be non-lead on both the public and private sides.
- **Historical Records:** Where available, historical records were used to identify service line material. Historical records could include water meter replacement records, water main replacement records, water main tapping cards, water meter cards, permit records, and documentation from maintenance and repairs.
- **Visual Identification:** The CWS staff recorded service line material when entering private property.
- **Exploratory Excavations:** Very few records contain information on the public-side service line material. A contractor excavated in the parkway to determine public-side material at select locations to determine lead density throughout the service area.

The current inventory includes:

- The total number of services lines in the CWS for the current year;
- The material composition of each service line in the CWS's distribution system;
- The count of suspected lead service lines identified since the last inventory submission;
- The number of suspected or known lead service lines replaced since the last inventory submission

A copy of the inventory submitted to the Agency that lists the total number of service line connections, total LSLs, and total suspected LSLs is included in Appendix 2. A map of the building ages in the CWS is included in Appendix 3. Buildings built prior to 1970 have a higher probability of having a lead service.

Service Material	# of Services	
	Private	Public
Lead (L)	6232	6232
Unknown (U)	131	131
Galvanized Requiring Replacement (GRR)	0	0
Not Lead	710	710

### 3.2 Previous Replacements

The CWS has not begun replacing lead and galvanized service lines.

## 4.0 Funding Considerations

The funding sources for the Lead Service Line Replacement (LSLR) Program will be considered and evaluated in this section. A proposed funding plan to meet the requirement to complete the LSLR within the twenty (20) year replacement timeframe will be presented.

Based on an inventory of 6232 LSLs and a replacement cost of \$11,000, the CWS will need \$68,552,000 to fund the LSLR Program. The CWS will likely use a combination of the funding sources described in this section. With a mandated replacement rate of 5%, the CWS will plan to replace 312 LSLs annually at a projected cost of \$3,432,000.

### 4.1 Federal & State Funding Sources

Other possible funding sources would be periodically evaluated for favorability and affordability. These funding sources could include:

Illinois Environmental Protection Agency (IEPA) State Revolving Fund Loan Program (SRF)

Illinois Department of Commerce and Economic Opportunity (DCEO) Grants  
 HUD-administered Community Development Block Grant (CDBG)  
 Congressional Discretionary Funding  
 United States Environmental Protection Agency (USEPA) Community Change Grants  
 LeadCare Cook County  
 Rebuild Illinois Program

**4.1.1 IEPA State Revolving Fund (SRF)**

The Bipartisan Infrastructure Act reserved \$15 billion in funding for LSLR in the United States over five years. To date, the State of Illinois has received \$337.1 million in the first two years of funding. The amount of funding reserved for LSLR in the State of Illinois for the next three years is unknown. This funding is available as low-interest and forgivable loans allocated through the Illinois EPA SRF loan program.

The IEPA SRF loan program awards loans according to census tract scoring that considers demographic information that will be discussed in more detail in the Prioritization section. A preliminary census tract ranking system was developed with available census data and 2023 inventory information. The ranking may change with updates to the census demographic data or with any changes in the number and density of lead services. This ranking system is developed using the best available knowledge and will be updated annually with new information.

For planning purposes, the CWS will assume that it receives forgivable loans for LSLR in census tracts with a combined score higher than 300 and 0% interest loans for LSLR in census tracts with a combined score higher than 250. However, these estimates are preliminary and will change depending on number of communities that apply and project funding caps. The table below lists the top scoring census tracts with LSLs.

Census Tract	Score	Rank	LSLs
Census Tract 8217, Cook County, Illinois	205	3072	1490
Census Tract 8216, Cook County, Illinois	195	3408	1506
Census Tract 8218, Cook County, Illinois	180	3876	1723
Census Tract 8219, Cook County, Illinois	170	4261	1513

Current estimates suggest that the SRF loan program will not likely provide a forgivable or 0% interest loan, unless the score threshold is lowered to a score of 200. In this case, the program could provide loans for 1490 LSLRs within the CWS, which accounts for 24% of the CWS’s LSLRs. The funding related to these replacements is estimated to be approximately \$16,390,000.

**4.1.2 Illinois Department of Commerce and Economic Opportunity (DCEO) Grant**

The Office of Community Development supports economic development, community development, and infrastructure improvements in Illinois communities with substantial low-to-moderate-income populations. Various DCEO grants can be used for LSLR funding. The CWS will periodically review available grants.

**4.1.3 HUD Community Development Block (CDB) Grant**

The Office administers the federally funded Community Development Block Grant (CDBG) program that assists low-income populations. LSLR Programs are eligible for CDBG funding in qualifying areas. The CWS will evaluate their eligibility for CDBG funding.

**4.1.4 Congressional Discretionary Funding**

Each member of the United States Congress receives an allotment of grant funding to be used at their discretion annually. While no funding has been awarded and it is unlikely that Congressional Discretionary Funding will be a significant source of funding, this source of funding is still an option to fund a portion of a project.

**4.1.5 United States Environmental Protection Agency (USEPA) Community Change Grants**

The USEPA has recently funded \$2 billion for the Community Change Grants to be used in pollution reduction projects, which would include lead service line replacements. The maximum amount the CWS may receive for lead service line replacements is \$20 million. The below census tracts are eligible for Community Change Grant funding. Those census tracts that are in bold are unlikely to receive IEPA SRF funding and are the suggested project areas for a Community Change grant award.

Census Tract	LSLs
<b>Census Tract 8218, Cook County, Illinois</b>	1723
<b>Census Tract 8219, Cook County, Illinois</b>	1513

**4.2 Revenue-Generating Funding Sources**

The local and direct revenue generating methods that are evaluated in the Plan are:

- Increased local sales taxes
- Resident cost sharing
- Water rate increase
- Increase of other taxes

The proposed taxes and fees would be continuous revenue sources set at rates to meet the mandated annual LSLR rate.

**4.2.1 Increased Local Sales Tax**

Communities, counties, and sports authorities have imposed a modest sales tax increase over a determined period of time to generate revenue from the constituents that benefit from the proposed improvement.

The Village of Evergreen Park municipal Sales Tax generated \$7.12 million in FY22. The sales tax rate for retail sales in Evergreen Park is:

Illinois	6.25%
Cook County	1.75%
Evergreen Park	1.00%
Regional Transport Authority	1.00%
	10.00%

Therefore, if the Evergreen Park Municipal Sales Tax were increased 0.25%, an additional \$178,000 (0.25/10 x \$7.12 million) would be available annually for LSLR. If the tax were increased 0.50% then \$356,000 could be available annually for LSLR. An increase in local sales tax could fund 16 or 32 LSLRs annually, respectively.

**4.2.2 Resident Cost Sharing**

Resident cost sharing is another revenue-generating method that shares the cost of replacement with those whose properties are affected. The Village could also consider a \$25/month replacement charge on the water bill for twenty years would generate \$300 per LSLR per annum and \$6,000 over the repayment period. This repayment amount covers the approximate cost of the private side of the replacement while remaining affordable for affected water customers.

The CWS will evaluate this method based on affordability and ease of implementation. This method would require the ability to tie the cost sharing to the property title so that it transfers with any change of property ownership. This method is also more feasible when the intent is to cover annual loan repayments versus the total construction cost for that year.

#### **4.2.3 Water Rate Increase**

The CWS can consider raising rates to fund the LSLR Program. The rate increase will be evaluated for affordability and for its ability to fund the Program. A rate increase of 5% would generate an additional \$345,000 annually from the \$6.917 million generated in fees in FY22. The current water rates are included in Appendix 4.

#### **4.2.4 Increase of Other Tax Sources**

Besides sales and property taxes, the State of Illinois has about twenty-six other revenue sources as taxes, fees, assessments, license fees, lottery, use fees, transfer tax and user fees ranging from Automobile Renting Occupation and Use Tax to Video Gaming Tax and License Fee. The time to enact a tax in any form to fund the LSLR is prohibitive and the likelihood of enactment is very low, based on existing taxes. Additional revenue from State funding or from Federal sources into a State administered fund is not guaranteed.

### **4.3 Potential Funding**

The CWS could use a combination of any of the methods discussed above to generate sufficient funds to cover the replacement costs. However, it is the intent of the CWS to maximize grants and forgivable loan awards to cover LSLR costs.

### **4.4 Financial Plan**

The CWS will consider all funding sources listed above. The financial plan, like the other elements of the Plan, is a living document and can change as the availability of funding changes. Currently, the CWS plans to take advantage of the SRF loan program to fund the next replacements.

The CWS will continue to develop a financial plan for future replacements as more information on the inventory, bidding environment, and funding is gathered.

## **5.0 Prioritization**

Since the number of LSLs in the system exceeds the number of replacements the CWS can afford in a single year, the LSLR Program must include an element of prioritization. The CWS will follow the mandated replacement rate of 5% or 312 LSLs per year for 20 years laid out in the Act. The CWS will prioritize replacement project areas based on risk factors and planned companion infrastructure projects.

### **5.1 Risk Factors**

The population most at risk of exposure to lead and with the highest health risks when exposed is children and seniors in disadvantaged areas. The IEPA SRF loan program incorporates census data for median household income, children under the age of 6, unemployment rate, poverty rate, social security rate, and supplemental security income to prioritize at-risk populations. The CWS will use the IEPA SRF scoring system to prioritize those areas with the most at-risk populations.

The CWS will also prioritize replacements in high-risk facilities such as daycares, schools, parks, hospitals, and nursing homes.

### **5.2 Prioritization Factors by Vermont Department of Environmental Conservation**

When the service area of the CWS with the same level of risk contains more lead services than can be replaced in a year, the CWS will consider companion infrastructure projects such as water main replacements, water meter replacements, and road resurfacing projects when prioritizing each year's project area.

The Vermont Department of Environmental Conservation developed a prioritization rubric as a standard and transparent method for determining replacement order according to the factors discussed. The table below lists the prioritization factors and priority points as recommended by the Vermont Department of Environmental Conservation and then the priority points developed by the CWS to account for the Illinois-specific requirements of the Act and IEPA SRF-funding.



As each LSL is identified and categorized with any possible number of the prioritization factors listed below, the summation of the factors yields a prioritization points Score using the rubric, as a guide to scoring based on the criteria, as shown below.

Priority Points – Vermont Department of Environmental Conservation	CWS /REL Priority Points	Prioritization Factor	LCRR Requirement
10	8	Known Lead Service Line	Required
10	80	Populations Most Sensitive to the Effects of Lead • Schools and Day Care Facilities • Homes with children and/or adults who are pregnant or may become pregnant	Required
10	10	Disadvantaged Communities	Required
8	8	Known GRR Service Line	Required
5	2	Populations Most Sensitive to the Effects of Lead • Nursing Homes • Medical Facilities	Not Required
5	8	Companion Projects (concurrent infrastructure projects)	Not Required
5	8	Compact Projects (concurrent project in the same area)	Not Required
3	8	Long Length Lead Pipe Projects (or high lead results)	Not Required
2	6	Other Factors Listed in ANSI/AWWA C810-17 § II.A. • Service lines physically disturbed by digging, excavation, repair, or other activities • Existing partial lead service line replacements • Consideration of presence of lead goosenecks or pigtails	Not Required
N/A	20	Funding Eligibility	Not Required
N/A	5	LSL Density	Not Required
1	5	Other Factors Significant to the Water System	Not Required

### 5.3 Emergency Work-related Lead Service Line Replacement (EW-LSLR)

LSLR instances arising from emergency repairs often require an on-call contractor to complete the work of drilling a service line into a private building. The IL LSLR&N Act states that the CWS must provide the option of replacing a property owner’s

service line if the property owner requests the full replacement. The CWS is not required to fund the full replacement. Funding terms will be discussed at the time of the work.

The Village shall consider developing an on call contractor pool through a qualifications process that can bid on individual projects emergency work.

## 6.0 Lead Service Line Replacement (LSLR)

### 6.1 Scope of LSLR

The work shall consist of the removal and replacement of lead or galvanized iron water services for buildings within the specified service area. The area will be determined based on prioritization, material, building age, and funding limits, but all will be within the corporate boundaries of the CWS. New copper service lines shall be installed for full and partial lead service line replacement. Full lead service line replacement shall be defined as connecting from the water main to inside the building. Partial service line replacement shall be defined as connecting from the curb box (B-box or buffalo box) to the water main. No lead piping will be left in the water system. Partial replacements will only occur where the existing service is partially lead or galvanized. Cross-sectional replacement details are included in Appendix 5.

Replacements will begin in Census Tract 8217. These replacements are expected to last five years at the mandated replacement rate but will depend on the maximum amount of annual IEPA SRF funding received.

### 6.2 Replacement Methods

The methods of installing the new service are described below. To minimize impacts to residential property and to reduce restoration, trenchless methods are preferred.

**Open cut:** Open cut trenching is the typical method used by plumbers, especially for properties slated for demolition and replacement. It involves digging a trench, which can cause significant exterior disruption to property owners. Interior disturbances depend on whether the basement is finished. Despite its disturbance, open cut trenching is often the most cost-effective option, particularly when restoration costs are minimal. This approach is advised based on individual circumstances.

**Trenchless:** Trenchless installation of water services is being explored to address concerns such as economic impact, landscape disruption, and social inconveniences associated with traditional open cut methods. Advances in trenchless technologies offer a more efficient alternative in certain situations, minimizing surface disruption and restoration time. These methods are socially appealing as they cause less destruction and require less restoration compared to open cut techniques.

**Standard Horizontal Directional Drilling:** Standard Horizontal Directional Drilling (HDD) involves using a drill rig on the ground surface to create a tunnel underground. To reach a depth of about 5'6" below the ground surface, the drill rig head must be positioned approximately 30 feet away from the final depth point of the water service. This may require closing the road for safety. While many pipeline and cable contractors employ this method, plumbing contractors often subcontract it out as specialty work.

**Pipe pulling:** Pipe pulling is the most cost-effective method among trenchless options for installing water services. It involves using the path of the existing pipe, eliminating the need for additional excavation. A new water service pipe is pulled along the existing route, often with a winch or excavator bucket with a cable. The new copper service is connected to the existing lead service in the home, effectively replacing it using the borehole left by the removed lead pipe.

The connection to the water main typically incorporates the use of a tapping sleeve and is done by a licensed plumber. The licensed plumber also connects the new service line to the existing water meter inside the house according to the State of Illinois plumbing code.

Prior to completion of the work, the Contractor shall provide each address that received a new service line with a Point of Use water filter that meets both NSF/ANSI 42 and 53 certifications for lead reduction with a minimum capacity of 0.5 gallons and six months of replacement cartridges or a minimum of 150 gallons of filtration capacity. The filter shall not be a permanent faucet filter. The Contractor shall have the resident provide a signature to acknowledge receipt of the filter on a form provided by the Village. The form shall be turned in with other documentation.

Prior to beginning the work of connecting the new service inside the house, the water supply to the service line and the property owner shall be shut off to avoid release of particulate lead into the property owner’s premises. After all connections have been completed, the Contractor shall flush the water from an outside connection (such as a hose bibb or hose leading from the building side of the meter) to remove any particles in the service line. Flush at full velocity for at least 30 minutes. The Contractor shall then advise the property owner to flush the interior premise plumbing in accordance with the instructions provided in the Owner-provided informational material. This work shall be conducted in accordance with AWWA C810-17 – Replacement and Flushing of Lead Service Lines.

The Village will use these standards when performing lead service line replacement:

Item	Condition
1. Restoration of Interior and Exterior	Meet existing condition or better
2. Parkway/Yard Restoration	Seed
3. Field Locate B-boxes	Location by Village
4. Trench backfill	CA-6
5. Verify B-box operation at Project Completion – after surface restoration	B-boxes keyed by Village
6. Street Cross Sections	Minimum 6-inch pavement patching
7. Work Hours	Monday to Friday 7 am to 7 pm Saturday 8 am to 7 pm No Work Sunday or Holidays, except Contractor my Schedule meeting/inspection at buildings on Sunday.
8. Meter Pits	Village will be consulted prior to relocating meter to building interior and abandoning the meter pit. Contingency Pay Item for this work included in contract.
9. B-box	Tyler 664 S screw type
10. Curb stop	Mueller B25154 Flare X flare ball style
11. Corp Stop	Mueller B25000 with flare bell
12. Saddle for corp stop	Cascade CSC-2 or approved equal
13. Abandon existing Lead Service Line	Close corp stop; remove lead service from main; remove corp and reuse direct tap by placing tapping sleeve and peen end of lead service. Use abandoned corporation fitting for winter time.

### 6.3 Completed LSLR

The CWS has not completed any lead service line replacement projects.

## 7.0 Workforce Development

In performing projects associated with the Lead Service Line Replacement initiative, the CWS plans to develop the workforce available to perform these projects. These developmental practices include:

**Smaller bids:** The CWS will break the required replacements into smaller projects within the CWS, so that the bids will be smaller and more attainable for smaller firms.

**College engagement:** The CWS will engage with local colleges and institutions to train new individuals entering the workforce.

**Hiring local:** The CWS will include a clause within the scope of work for interior work and inspections to be conducted by local contractors who have an understanding of the community.

**Experience contractor teaching:** An experienced contractor teaches a smaller contractor how to perform the work.

Diversity in hiring practices are another aspect to workforce development and would include contacting all local MBE and WBE contractor associations during bidding.

The Contractor shall also take the following specific affirmative action to ensure equal employment opportunity:

- Ensure and maintain a working environment free of harassment, intimidation, and coercion at all sites, and in all facilities at which the Contractor's employees are assigned to work. The Contractor, where possible, will assign two or more women to each construction project. The Contractor shall specifically ensure that all foremen, superintendents, and other on-site supervisory personnel are aware of and carry out the Contractor's obligation to maintain such a working environment, with specific attention to minority or female individuals working at such sites or in such facilities.
- Establish and maintain a current list of minority and female recruitment sources, provide written notification to minority and female recruitment sources and to community organizations when the Contractor or its unions have employment opportunities available, and maintain a record of the organizations' responses.
- Maintain a current file of the names, addresses and telephone numbers of each minority and female off-the-street applicant and minority or female referral from a union, a recruitment source or community organization and of what action was taken with respect to each such individual. If such individual was sent to the union hiring hall for referral and was not referred back to the Contractor by the union or, if referred, not employed by the Contractor, this shall be documented in the file with the reason; therefore, along with whatever additional actions the Contractor may have taken.
- Provide immediate written notification to the Director when the union or unions with which the Contractor has a collective bargaining agreement has not referred to the Contractor a minority person or woman sent by the Contractor, or when the Contractor has other information that the union referral process has impeded the Contractor's efforts to meet its obligations.
- Develop on-the-job training opportunities and/or participate in training programs for the area which expressly include minorities and women, including upgrading programs and apprenticeship and trainee programs relevant to the Contractor's employment needs, especially those programs funded or approved by the Department of Labor.
- Disseminate the Contractor's EEO policy by providing notice of the policy to unions and training programs and requesting their cooperation in assisting the Contractor in meeting its EEO obligations; by including it in any policy manual and collective bargaining agreement; by publicizing it in the company newspaper, annual report, etc.; by specific review of the policy with all management personnel and with all minority and female employees at least once a year; and by posting the company EEO policy on bulletin boards accessible to all employees at each location where construction work is performed.
- Review, at least annually, the company's EEO policy and affirmative action obligations under these specifications with all employees having any responsibility for hiring, assignment, layoff, termination, or other employment decisions including specific review of these items with onsite supervisory personnel such as Superintendents, General Foremen, etc., prior to the initiation of construction work at any job site. A written record shall be made and

maintained identifying the time and place of these meetings, persons attending, subject matter discussed, and disposition of the subject matter.

- Disseminate the Contractor's EEO policy externally by including it in any advertising in the news media, specifically including minority and female news media, and providing written notification to and discussing the Contractor's EEO policy with other Contractors and Subcontractors with whom the Contractor does or anticipates doing business.
- Direct its recruitment efforts, both oral and written, to minority, female and community organizations, to schools with minority and female students and to minority and female recruitment and training organizations serving the Contractor's recruitment area and employment needs. Not later than one month prior to the date for the acceptance of applications for apprenticeship or other training by any recruitment source, the Contractor shall send written notification to organizations such as the above, describing the openings, screening procedures, and tests to be used in the selection process.
- Encourage present minority and female employees to recruit other minority persons and women and, where reasonable, provide after school, summer and vacation employment to minority and female youth both on the site and in other areas of a contractor's work force.
- Validate all tests and other selection requirements where there is an obligation to do so under 41 CFR Part 60-3.
- Conduct, at least annually, an inventory and evaluation at least of all minority and female personnel for promotional opportunities and encourage these employees to seek or to prepare for, through appropriate training, etc., such opportunities.
- Ensure that seniority practices, job classifications, work assignments and other personnel practices, do not have a discriminatory effect by continually monitoring all personnel and employment related activities to ensure that the EEO policy and the Contractor's obligations under these specifications are being carried out.
- Ensure that all facilities and company activities are non-segregated except that separate or single-user toilet and necessary changing facilities shall be provided to assure privacy between the sexes.
- Document and maintain a record of all solicitations of offers for subcontracts from minority and female construction contractors and suppliers, including circulation of solicitations to minority and female contractor associations and other business associations.
- Conduct a review, at least annually, of all supervisors' adherence to and performance under the Contractor's EEO policies and affirmative action obligations.

## 8.0 Resident Communication and Outreach

To ensure effective community engagement, the CWS's outreach program for the Lead Service Line Replacement (LSLR) initiative will employ various communication methods aimed at informing and involving homeowners. Central to the program's success is consistent and informative communication across multiple platforms, including meetings, press releases, door-to-door notifications, and social media channels. By leveraging these diverse communication channels, the program aims to raise widespread awareness about the significance of the LSLR program and the options available for homeowners to participate. Early successes of the program will be shared with the community to foster positive feedback and encourage support for the initiative.

To effectively communicate the goals and requirements of the LSLR program, a comprehensive outreach & communication plan is developed, outlining key messaging, target audiences, and preferred communication methods. Emphasis will be placed on building trust and transparency with homeowners, ensuring they understand the benefits of participating in the program. Notices will be sent to homeowners at least 45 days before the commencement of work, with repeated notifications every two weeks until confirmation of receipt. Special attention will be given to non-English speakers, providing translated notices and instructions for accessing additional resources. As previously mentioned, the Community Outreach and Public Engagement plan will be vast, consistent, and includes:

Stakeholder Identification: The CWS has Identified key stakeholders, including residents, local businesses, community organizations, schools, healthcare providers, and governmental agencies.

**Educational Materials:** The CWS is developing comprehensive educational materials explaining the importance of lead service line replacement, potential health risks associated with lead exposure, details of the replacement process, and available resources for assistance. The materials currently developed and used for LSLR outreach are added in Appendix 6.

**Multi-Channel Communication:** The CWS plans to utilize a variety of communication channels to reach different segments of the community, including:

- Printed materials such as program brochures, flyers, door hangers and direct mail distributed to households, businesses, and public spaces.

- Digital platforms including the Village website, email newsletters, and community forums.

- Information sessions and workshops held at community centers, schools, and other public venues.

- Door-to-door outreach by trained community volunteers or outreach workers to engage directly with residents.

**Social Media Channels:** The CWS intends to utilize its social media platforms (Facebook) to engage with residents regarding lead exposure concerns. Posts will include links to informative resources on the CWS's website, as well as videos and webinars explaining lead risks and the CWS's efforts to mitigate them. Social media will also be used to announce upcoming project activities, public outreach events, and success metrics such as the percentage of lead pipes replaced.

**Language and Accessibility:** The CWS will ensure that all materials and communication efforts are available in multiple languages to accommodate the linguistic diversity of the community. Additionally, make information accessible to individuals with disabilities by providing alternative formats such as large print or audio versions.

**Personalized Outreach:** The CWS will tailor outreach efforts to specific demographics or neighborhoods within the service area, taking into account factors such as income level, age, cultural background, and housing status. Engage community leaders and influencers to help disseminate information and encourage participation.

**Community Workshops and Events:** The CWS has plans to organize community workshops, town hall meetings, and informational events where residents can learn more about the lead service line replacement program, ask questions, and provide feedback. Offer opportunities for hands-on demonstrations or tours of the replacement process and an avenue for public comment on the LSLR plans.

**One-on-One Assistance:** The CWS intends to provide personalized assistance and support to residents who may have questions or concerns about the replacement program. Establish a dedicated hotline or helpline staffed by knowledgeable personnel to address inquiries and provide guidance.

**Feedback Mechanisms:** The CWS plans to implement feedback mechanisms such as surveys, focus groups, or public hearings to gather input from residents throughout the planning and implementation phases of the program. Use this feedback to adjust and improvements as needed.

**Collaboration and Partnerships:** The CWS plans to collaborate with local organizations, community groups, schools, healthcare providers, and government agencies to amplify outreach efforts and leverage existing networks and resources.

**Ongoing Engagement:** The CWS will maintain ongoing communication and engagement with the community beyond the initial outreach phase. Provide regular updates on the progress of the replacement program, share success stories, and continue to address any concerns or issues that arise.

**Non-Participation/Waivers:** Homeowners in the CWS may not always be ready to engage with or communicate regarding the LSLR program. At present, the CWS lacks the authority to mandate homeowner access to private property or demand access for replacing the private side of the LSL. For those who choose not to participate, an Illinois Department of Public Health waiver form will be available. Efforts to communicate will be recorded for unresponsive homeowners. Nevertheless, these households will still receive complimentary point-of-use filters along with six replacement cartridges.

## Appendix 1

### Code of Ordinances

## Appendix 2

### Complete Lead Service Line Inventory



## Appendix 3 Building Age Map

## Appendix 4 Water Rates

## Appendix 5 LSLR Details

## Appendix 6

### Lead Service Line Replacement Outreach Materials

