

# DC Water's Lead Service Line Replacement Plan

Fiscal Year 2024  
Summary



**dc**   
water is life®





## INTRODUCTION

Since launching in 2019, DC Water's Lead Free DC (LFDC) initiative has evolved from an ambitious vision to full implementation. At the start of the program, we had a goal to remove and replace all lead service lines in the District of Columbia ("the District") and we are now actively replacing lead service lines in every ward and partnering with dozens of community-based organizations and local businesses to expand opportunities for residents to replace their lead service lines under one of our free programs.

### Highlights and Milestones

As of October 1, 2024, we have replaced more than 6,900 service lines and provided an estimated \$16 million in customer savings under one of our free lead service line replacement programs.

In addition to expanding the opportunities for free lead service line replacements in the District, the program also supports jobs and reinvests local dollars back into the local economy. The Lead Pipe Replacement Assistance Program (LPRAP) connects local plumbing contractors with homeowners who need service line replacement on private property. This program is a partnership between the District Department of Energy and Environment (DOEE) and provided for a record 544 lead service line replacements completed between October 1, 2023 and September 30, 2024.

In May 2024, the first cohort graduated from DC Water's Community Activator Program, a workforce development training program in partnership with the District Department of Employment Services. During one year of on-the-job training, District residents are given the opportunity to gain experience in community engagement, canvassing, and marketing. After completing the program, 14 Activators received full-time positions with the LFDC program.

### Program Changes

In our 2023 Lead Free DC Plan, DC Water unveiled a new service line inventory map that included updated

service line materials data resulting in an increase to the estimated number of lead service lines in the District from 28,000 to 42,000.

While the increase in lead service lines will extend our timeline for completing this program beyond 2030, our commitment and priorities remain unchanged. We will continue removing lead service lines from the District's water infrastructure using a data-driven approach to identify high-priority blocks, including those with the most vulnerable populations—such as infants and young children—who are at high risk of lead exposure. Additionally, we will actively seek further funding to keep replacements free. This report outlines our updated schedule, detailing how we will achieve program goals while complying with proposed federal requirements.

### Our Commitment

We remain excited about the future of this program and appreciate all the hard work from our partners in the government, the community, and local businesses. We are grateful to our DC Water employees, contractors, and customers for making this commitment become a reality.

"This annual report is more than an update or report card – it is a symbol of our commitment to the District's current and future generations. DC Water launched Lead Free DC to replace all lead service lines in the District and we are making consistent progress towards that goal."

~ David Gadis,  
Chief Executive Officer (CEO) & General Manager

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## SECTION 1: LEAD SERVICE LINE INVENTORY AND REPLACEMENTS



### LFDC Public Dashboard



Since the beginning of the program in 2019, DC Water has replaced over 6,900 lead service lines (as of October 1, 2024), with 2,199 replaced in FY 2024. Use the QR Code to see real time District replacements occurring in every ward through multiple free programs.

Our lead service line replacement programs include the Capital Improvement Project & Emergency Repair Replacement Program (CIPERR), the Lead Pipe Replacement Assistance Program (LPRAP), and the Voluntary Full Replacement Program (VFRP).



## SECTION 1: LEAD SERVICE LINE INVENTORY AND REPLACEMENTS continued

Lead Service Line Replacement Programs in DC - Every homeowner in the District with a lead or galvanized iron service line is eligible to participate in one of these programs.

Program	What It Is	How It Works	Cost of Service Line Replacement
<b>Block-by- Block Replacements (under CIPERR program)</b>	DC Water replaces the lead service line connecting to your property in the public and private space.	You will receive mail, phone calls, emails, texts, and door visits from our team to notify you of your eligibility and tell you how to sign up for a replacement.	<p><b>No cost to homeowner</b></p> <p><b>Why is it free?</b> DC Water uses funds secured from the District and Federal agencies for this program.</p>
<b>Voluntary Full Replacement Program</b>	If you want a replacement before DC Water is scheduled to come to your block, coordinate directly with DC Water and a DC Water approved private contractor.	If you qualify for a lead service line replacement on the public and private side and want to schedule your replacement ahead of DC Water's timeline, you can work with DC Water and a DC Water approved private contractor for a voluntary replacement for your home and the public space at the same time.	<p>On average, the replacement cost for the property owner is between <b>\$2,500-\$4,500</b>.</p> <p><b>Why are there costs?</b> Replacements are typically scheduled based on a planned capital improvement project. Because you are voluntarily choosing to have the replacement done outside that window and earlier than scheduled, the homeowner pays 100% of the private-side replacement costs and DC Water will pay to replace the lead pipe in public space.</p>
<b>Lead Pipe Assistance Replacement Program (LPRAP)</b>	If there are no public replacements on your block, or if the public side has already been replaced, you may be eligible for the LPRAP program.	<p>If a service line in the public space is not lead but the one on your property is lead, the LPRAP program can cover the cost of your replacement.</p> <p>Homeowners should apply through the District Department of Energy and Environment<sup>1</sup> (DOEE) and request estimates from DC Water-approved contractors. After your replacement is complete, DC Water will pay the contractor directly.</p>	<p><b>No cost to homeowner.</b></p> <p><b>Why is it free?</b> This program is supported by District and Federal funding.</p>

<sup>1</sup>For more information on the LPRAP Program, visit: [doee.dc.gov/service/lead-pipe-replacement-assistance-program](https://doee.dc.gov/service/lead-pipe-replacement-assistance-program)

## SECTION 1: LEAD SERVICE LINE INVENTORY AND REPLACEMENTS continued

Program	What It Is	How It Works	Cost of Service Line Replacement
<b>Small Diameter Water Main Replacement (under CIPERR program)</b>	DC Water replaces your lead service line for free when it is working on public property replacements and replacing the water main on your block.	When DC Water is replacing the water main on your block, the construction crew can replace a lead service line on your property.  You will receive mail, phone calls, emails, texts, and door visits from our team to notify you of your eligibility and tell you how to sign up for a replacement.	<b>No cost to homeowner.</b>  <b>Why is it free?</b> DC Water uses funds secured from the District and Federal agencies for these improvements. Because there is already construction on your block, your replacement can be covered by funding under this project.
<b>Emergency Repair Replacement. (under CIPERR program)</b>	During a water main emergency, DC Water will replace lead service lines on the public side, if found. At that time, DC Water will replace the lead service line on private property for free.	When DC Water has public property construction related to an emergency, the crew can replace a lead service line on your property.  You will be contacted by DC Water or one of our contractors to notify you of your eligibility and tell you how to sign up for a replacement.	<b>No cost to homeowner.</b>  <b>Why is it free?</b> DC Water uses funds secured from the District and Federal agencies for emergency repairs. If there is an emergency on your block that requires construction, your replacement can be covered by the funds set aside for this need.



A key step in meeting our goal of replacing all lead service lines is to improve the accuracy of the service line inventory. The service line inventory is a continuously updated listing of building addresses and pipe material for all service lines in the District. Like many water utilities, some buildings do not have service line or pipe material information listed in DC Water's inventory and must be verified in the field. During FY 2024, we verified the pipe material of over 4,900 service lines, to inform customers about their pipe material. LFDC currently determines service line materials through test pit inspections, point of entry inspections inside homes, and verifying historic construction records. DC Water customers can visit

[dcwater.com/lead](https://dcwater.com/lead) to see DC Water's service line inventory and learn about when they can expect construction on their block.

DC Water customers can search for information about their property's service line material on DC Water's Inventory Map.



To find out if a lead service line replacement project is coming to your block, please visit the Construction Dashboard or visit [dcwater.com/lead](https://dcwater.com/lead).





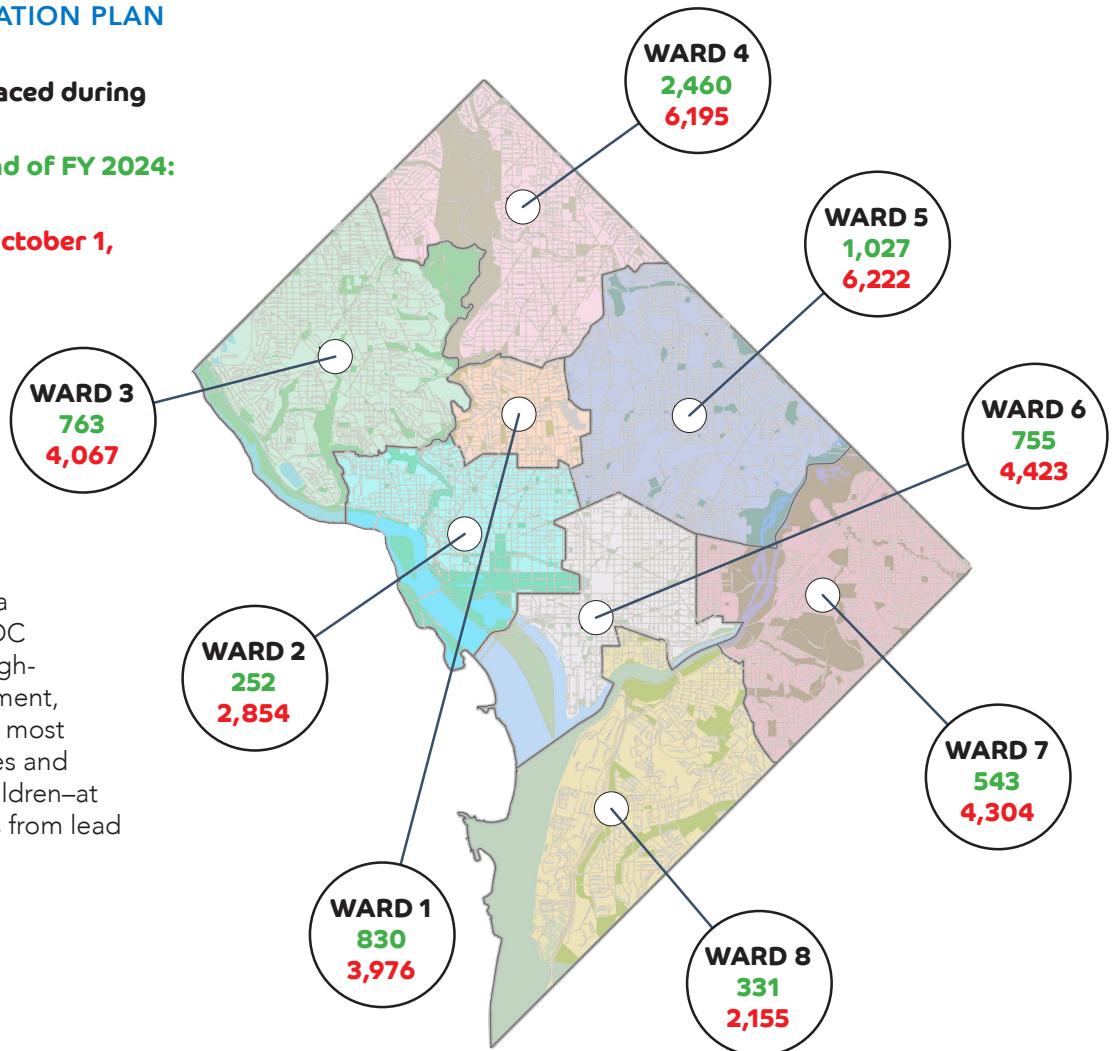
## SECTION 2: PRIORITIZATION PLAN

**Lead Service Lines replaced during FY 2024: 2,199**

**Total replaced at the end of FY 2024: 6,961**

**Total remaining as of October 1, 2024: 34,196**

LFDC replaces most lead service lines through Small Diameter Water Main Replacement projects and the Block-by-Block Program, which offers free public and private-side replacements. Using a data-driven approach, LFDC systematically identifies high-priority blocks for replacement, focusing on areas with the most estimated lead service lines and populations—especially children—at higher risk of health issues from lead exposure.



The Florida Avenue NE Streetscape project (2nd to H Street NE) supports Mayor Muriel Bowser's Vision Zero initiative. The project improves safety for all roadway users, particularly pedestrians and bicyclists. During construction, DC Water and District Department of Transportation (DDOT) collaborated to replace five lead service lines through the LPRAP Program, which is co-facilitated by DC Water and DOEE.





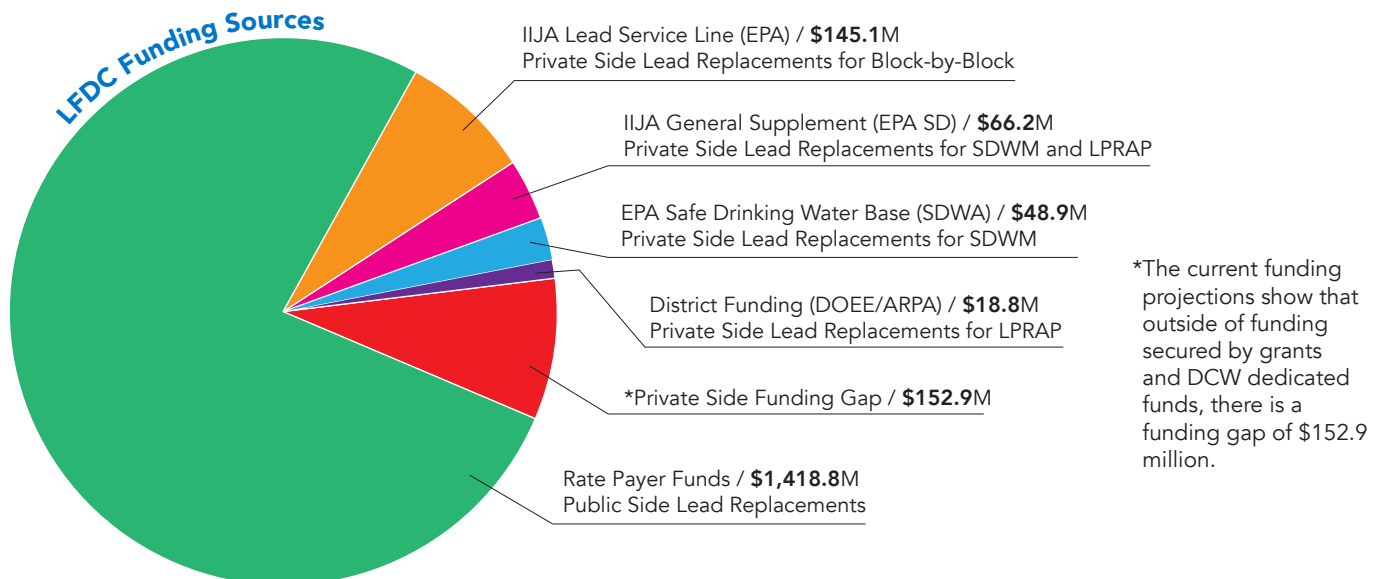
### 3.1 Estimated Program Costs

The total program cost for LFDC is estimated at about \$1.8 billion. Many factors will affect the actual incurred costs of the program, including customer participation, coordination with other District programs and agencies, and the actual number of lead service lines replaced, as LFDC works to confirm the pipe material of service lines designated as “no information” or “suspected” in DC Water’s records. These planning level costs reflect both public-side replacement costs (paid by DC Water) and private-side replacement costs (paid by Federal and District funds). The estimated program cost includes additional costs that reflect the extended program completion date, which includes additional estimated costs for permitting, construction and program management. It also includes the estimated cost for the removal of brass service lines in the District.

Additional actions required by the Environmental Protection Agency’s federal rule, the Lead and Copper Rule Improvements (LCRI) may also impact the program costs as it will require all water systems to replace lead service lines by 2037. DC Water has aligned the LFDC program strategy with the LCRI requirements and will make adjustments based on future regulatory changes.

### 3.2 Estimated Program Funding

The LFDC program has multiple funding sources. The Infrastructure Investment and Jobs Act (IIJA) lead service line funding is estimated at \$145.1 million based on the original IIJA calculations. However, some states are not fully utilizing their lead service line allotments, which will allow other states and the District to receive additional funds. DC Water has been awarded \$2.195 million from the 2022 reallocation, but also expects additional funds from each subsequent year of IIJA allotment from 2023 through 2026.



DC Water is reviewing federal and local grant announcements and will apply for those grants should additional funding programs or grant funding for lead service line replacement become available.

DC Water continues to explore the possibility of private foundation grant funding and private donors to bridge the program’s funding gap. Funding secured by private grants will be dedicated to replacing lead service lines on private properties in the District. Applications are being completed based on foundation schedules and funding availability.



### 3.2 Estimated Program Funding continued

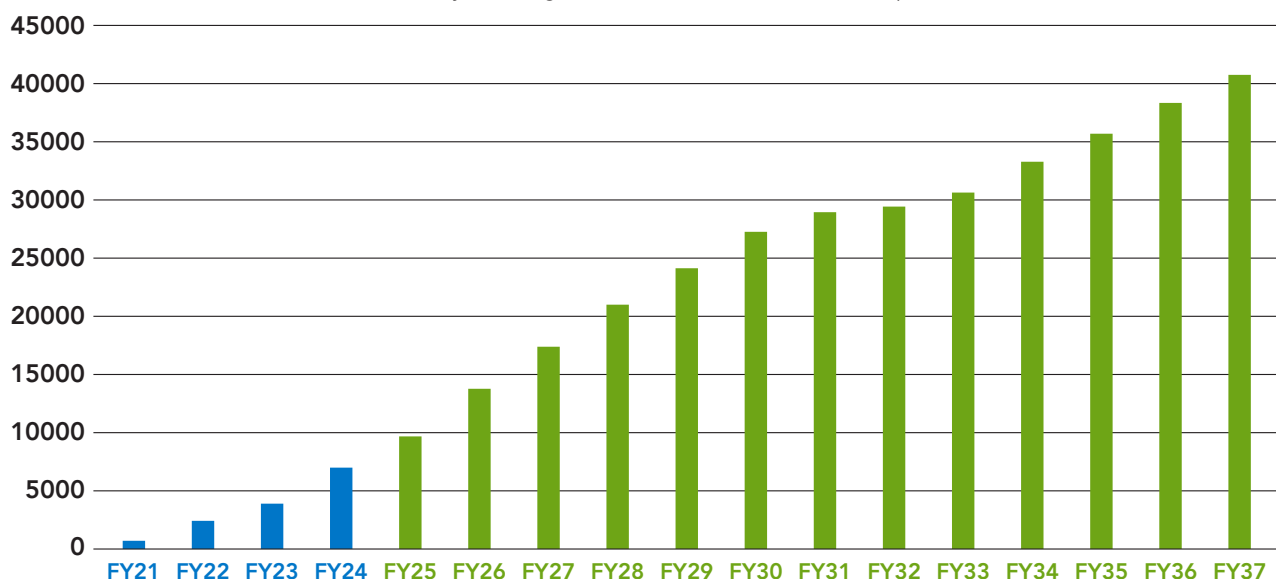
#### Program Cost Savings Initiatives

DC Water is always looking for efficiencies and opportunities to reduce the cost of the program. A few of the initiatives that have been successful so far include:

- LFDC has initiated a construction materials pre-purchase program in which DC Water purchases construction materials directly from a supplier and furnishes them to the construction contractor. By purchasing materials directly from a supplier, DC Water can realize a cost savings by avoiding the contractor's procurement mark up.
- DC Water has partnered with the Department of Employment Services in a workforce development program. During FY 2024, DC Water trained 20 District residents in the customer outreach facets of the program. DOES employees have served as door-to-door canvassers for LFDC, which is essential to public education and participation in the program.
- DC Water and the District Department of Transportation (DDOT) have entered a Memorandum of Understanding that will streamline the permitting process and will likely reduce the cost of developing permit documents and speed the final inspection and closeout process.
- DC Water has increased the size of Block-by-Block construction projects to create efficiencies of scale in construction and program management costs.
- DC Water is in collaboration with DDOT's Pave DC Program to find alignment in paving plans and DC Water construction projects to generate an overall cost savings in post construction paving.

#### Cumulative Lead Service Line Replacements by Fiscal Year (FY21 through FY37)

(DC Water's fiscal years begin on October 1 and ends on September 30)




- Data shown for FY 2021, FY 2022, FY 2023 and FY 2024 are actual numbers.
- Data shown for LFDC Replacement Goals for FY 2025 through FY 2037

## SECTION 4: COMMUNITY OUTREACH

Building public awareness about the health impacts of lead exposure and the options to remove lead service lines is important to Lead Free DC's mission. This is because LFDC cannot replace the portion of the lead service line that is on private property without the homeowner's written permission. To encourage homeowner participation, we deliver a transparent and robust communications approach to connect with residents, community leaders, and other stakeholders. Our approach relies on three areas: stakeholder engagement, social marketing, and community outreach.

**Stakeholder Engagement:** To help inform and inspire our community to consider a lead service line replacement, we keep community leaders informed and engaged with our program regularly. This includes providing regular presentations to Advisory Neighborhood Commissions (ANCs), attending community meetings, meeting with lead advocates, and engaging community-based organizations.





# LEAD FREE FOR ME Welcome!


Learn about  
the impacts  
of lead

Sign up to get  
your lead service  
line replaced

Enjoy entertainment,  
food, education and  
kids activities







dcwater.com/lead

**Social Marketing:** LFDC is working to increase public recognition and customer awareness through an integrated marketing program. To date, our efforts have included preparing a quarterly newsletter, social media promotion, and paid advertising. In July 2024, we launched a new advertising campaign, "Lead Free for Me," designed to create a personal connection to making one's home lead-free.

Our materials and public facing messages continue to educate the public on the health impacts of lead in drinking water, promote the tools available to customers to see if they have a lead service line, and what they need to know to overcome barriers to signing an authorization form.

This year, we expanded our efforts to new social media platforms like Nextdoor and engaged local business partners to co-promote LPRAP and VFRP. During FY 2024, we worked with 65 local businesses to help promote the program by posting signs or distributing fliers.

We continue to expand our materials and resources for residents, including a new

guide for renters who want a lead service line replacement, and expanding the translation of key documents for the program into additional languages most spoken in the District.

## SECTION 4: COMMUNITY OUTREACH continued

**Community Outreach:** Whether we are staffing a table at a community fair or knocking on customers' doors, LFDC is dedicated to meeting residents where they are. We ensure they have the information they need to find out if they have a lead service line and to learn more about the health impacts of lead exposure in drinking water.



LFDC canvassers have been visiting residents who qualify for the program to answer questions and collected over 3,600 signed agreements in FY 2024.

At the 2024 Home Rule Music Festival, the LFDC team helped residents learn if they might have a lead service line using our inventory map and helped them get signed up for a lead service line replacement.



Homeowners receive brochures, texts, voicemails, emails, and visits from our canvassing team and Customer Service teams.



**Lead Pipe Replacement Assistance Program (LPRAP)**

Our records indicate you have a Lead Pipe on your private property.

Lead exposure can cause serious health problems, especially for pregnant women and children.

The District will pay 100% of the cost to replace your lead pipe.

Let's work together to protect your future, today. Please visit [www.dco.dc.gov/lead](https://www.dco.dc.gov/lead) for full program details.

Scan this QR code to learn more about the program.

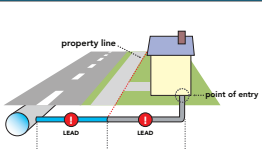
dc LEAD FREE DC

Lead Pipe Replacement Assistance Program (LPRAP)

DC Water is working to replace lead service lines in the District through our Voluntary Full Replacement Program.

**ATTENTION RESIDENT:**

**You can have the lead service line on your property replaced.**



DC Water is working to replace all lead service lines in the District through our Lead Free DC Program. We are going block-by-block through the city, but you don't have to wait to learn how to replace your lead service line faster, check out our Voluntary Full Replacement Program.

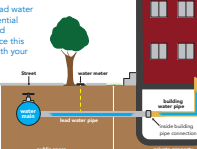
LEAD FREE DC

dc



**Help us make sure your water line is lead free!**

Your home may have a lead water service line, creating potential health impacts for you and your family. We are working to replace all lead service lines with copper ones in the District.



The service line is the pipe that connects the water main to your home or property. We are working to replace all lead service lines with copper ones in the District.


To move forward with the replacement process, you can:

- Visit [dco.dc.gov/lead](https://www.dco.dc.gov/lead) and type in your address to see if you have a lead service line.
- Ask your landlord to visit [dco.dc.gov/lead](https://www.dco.dc.gov/lead) to download a copy of the authorization form, which can be signed and emailed to [lead@dco.dc.gov](mailto:lead@dco.dc.gov).
- Contact us at [lead@dco.dc.gov](mailto:lead@dco.dc.gov) with your address and landlord contact information and we will contact them directly.

If you or your landlord has additional questions, our customer response team is available by email at [lead@dco.dc.gov](mailto:lead@dco.dc.gov) or phone at 202-787-4044. They can provide more information about replacing lead service lines FOR FREE.

**Every District resident deserves safe and clean drinking water.** Exposure to lead in your water can cause serious health problems, especially for expecting and nursing mothers and young children. Getting permission from your landlord to replace your lead service line FOR FREE will help keep you and your household safe and healthy.

If you have a lead service line, we will need your landlord to sign an authorization form to let us replace your lead service line.



**Get your lead service line replaced FOR FREE.**

Your property may have a lead service line, and DC Water will replace it for you FOR FREE!

**Protect Your Health**

Exposure to lead from your service line can lead to serious health issues and impact the brain and other organs, especially for children under age six and expecting or nursing individuals.

**Replace Your Lead Pipes**

Service lines are the smaller pipes that connect the water main in the street to your home or property, and yours might be made of lead.

**Take Action**

Scan the QR code below or visit [dco.dc.gov/lead](https://www.dco.dc.gov/lead) to take the following steps to find out if you have a lead service line and sign up for a free replacement today:

- Check to see if you have a lead service line by searching your address on our **Lead Map**.
- Look up your address on the **Construction Dashboard** to see when construction is scheduled for your block.
- Sign the Agreement to have your lead service line replaced **FOR FREE!**

**Now is the Time**

DC Water is already scheduling public replacements in your area! Because they are already planning construction, they can replace the service line on your property **FOR FREE!**

Visit us at:

Have questions about Lead Free DC?

email or call [lead@dco.dc.gov](mailto:lead@dco.dc.gov) or 202-787-4044

Follow us on:

Facebook, Twitter, Instagram, YouTube



**Importante: Sigue estos pasos después de que hayamos reemplazado su tubería**

**LAS PARTÍCULAS DE PLOMO PERMANECEN EN LAS TUBERÍAS DESPUÉS DEL REEMPLAZO DE LAS TUBERÍAS POR CUPRO. SIGA ESTAS INSTRUCCIONES PARA RESUMIR LAS PARTÍCULAS DE PLOMO.**

1. Abra completamente la llave de agua de las tuberías de la bañera y lavabos. Deje que corra el agua durante 10 minutos.
2. Abra todas las llaves de la bañera y lavabos. Deje que corra el agua durante 10 minutos.
3. Si no puede quitar el agua de la bañera o lavabos, llame al 202-787-4044.
4. Si no puede quitar el agua de la bañera o lavabos, llame al 202-787-4044.
5. Si no puede quitar el agua de la bañera o lavabos, llame al 202-787-4044.
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**During the 30 day period after replacement of the pipe:**

- Do not drink or cook with the water for the first 30 days.
- Do not use the water for drinking or cooking.
- Do not use the water for bathing or showering.
- Do not use the water for washing dishes or laundry.
- Do not use the water for watering plants or lawns.
- Do not use the water for anything else.

**Important: Filter Your Water for 6 Months**

After the lead service line is replaced, it is important to filter your water for 6 months. This is because lead particles can remain in the pipes and can be flushed out into your water. To ensure your water is safe to drink, use a certified lead filter for 6 months.

**For 30 Days after your Pipe is Replaced:**

- Do not drink or cook with the water for the first 30 days.
- Do not use the water for drinking or cooking.
- Do not use the water for bathing or showering.
- Do not use the water for washing dishes or laundry.
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**Important: Follow These Steps After We Replace Your Pipe**

**LAS PARTÍCULAS DE PLOMO PERMANECEN EN LAS TUBERÍAS DESPUÉS DEL REEMPLAZO DE LAS TUBERÍAS POR CUPRO. SIGA ESTAS INSTRUCCIONES PARA RESUMIR LAS PARTÍCULAS DE PLOMO.**

1. Turn on the cold water faucet fully for all tubs and lavatories except for the bathtub. Let the water run for 10 minutes.
2. Let all tubs and lavatories run for 10 minutes.
3. If you cannot remove the water from the bathtub, call 202-787-4044.
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## SECTION 4: COMMUNITY OUTREACH continued

### LFDC Outreach: The Customer Journey



#### PRE-CONSTRUCTION

- Initial Mailing
- Automated calls, texts, and emails
- Door-to-door canvassing
- ANC Presentations
- Second Mailing
- Construction Notification Mailing

#### DURING-CONSTRUCTION

- Door-to-door canvassing
- Customer Service Phone Calls & Emails
- Construction Schedule Update Letter
- Blue Book Construction Manual
- Test Pit Results Door Hanger
- Last Chance Letter
- 48-Hour Notice Door Hanger

#### POST-CONSTRUCTION

- Flushing Instructions and Filter Kit
- Customer Service Phone Call Survey
- Notice of Final Restoration / Paving Letter



## SECTION 5: ECONOMIC BENEFITS OF THE PROGRAM

The wide reach of the Lead Free DC Program allows DC Water to collaborate with entities across the District and boost the local economy and workforce. Through October 2024, LFDC has procured over \$114 million in contracts with local firms, including construction contractors, design and permitting service providers, and community outreach services.

DC Water is committed to promoting economic and business development in the District of Columbia and the region it serves. Currently over **\$80M (43%)** of work completed on the LFDC Program is being performed by certified businesses.

The program has also been responsible for **424 local job hires**, including door-to-door canvassers for outreach, LFDC customer service representatives, construction inspectors, and construction crews.

More than **11,000 homes** are estimated to be eligible for LPRAP replacements on private property where the publicly-owned portion of the service line was previously replaced.

Under the LPRAP Program, DC Water and the DOEE's Residential Services Division partner with local, smaller contractors and plumbers to complete private side lead replacements at no cost to the homeowner. This year, DC Water helped expedite replacements with outreach and marketing support to LPRAP contractors. From **October 2023 through September 2024**, LPRAP had its most successful year to-date, setting a record of **544 lead service line replacements**.





## SECTION 6: HOW CAN YOU PARTICIPATE IN LEAD FREE DC?

Our success depends on our partnership with our customers, District agencies, and community-based organizations. Greet our canvassers when they are in your neighborhood and see us at local community events and ANC meetings. You can also be an ambassador of LFDC by encouraging your friends, family, and neighbors to check if they have a lead service line and sign up for a free replacement through LFDC at [dcwater.com/lead](https://dcwater.com/lead).

Stay connected with us on social media for instant updates, engaging conversations, exclusive content, and event announcements. Let us build a community committed to clean water and a healthier environment!



**Sign Up Here!**  
[dcwater.com/lead](https://dcwater.com/lead)



