

# Lead and Copper Rule (LCR) Survey

City/Town: \_\_\_\_\_ PWSID#: \_\_\_\_\_

PWS Name: \_\_\_\_\_

Address: \_\_\_\_\_ MA \_\_\_\_\_

Name of Person filling out survey: \_\_\_\_\_

Email address: \_\_\_\_\_ Phone# (\_\_\_\_) \_\_\_\_\_

(If different from person filling out the Form)

Name of Certified Operator: \_\_\_\_\_

The results of this survey will be summarized and used to identify, develop and provide Lead and Copper Rule technical assistance, best management practices and Lead Service Line Replacement funding mechanisms to Massachusetts Public Water Suppliers.

## 1. Lead Service Line Inventory:

a) What was the date of completion of your system's most recent material survey or Lead Service Line (LSL)? Inventory \_\_\_\_\_ Unknown ☐ System never used LSL ☐ If System never used LSL skip to question # 7 and continue the survey.

b) How many LSL did you have in 1991? \_\_\_\_\_ Unknown ☐

c) How many LSL have you replaced since 1991? \_\_\_\_\_ Unknown ☐

d) How many LSL do you have today? \_\_\_\_\_ Unknown ☐

## 2. How did you generate your material survey /Lead Service Line Inventory:

Describe how the LSL material survey or inventory was conducted:

- Were customers "Registration Tie-Cards" checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were local plumbing codes checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were plumbing permits checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were meter replacement records checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were the building inspection records checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were distribution maps and drawings checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were local ordinances checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Were local contracts checked? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐
- Was LSL identified based on age of houses? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐

- Were house visits conducted to identify material? Yes ☐ No ☐ Unknown ☐  
If "Yes", check what was used:  
Test kits? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐  
Scratch test? Yes ☐ Date if known \_\_\_\_\_ No ☐ Unknown ☐  
Other? Describe \_\_\_\_\_
- How confident are you on the answers to question #2? High \_\_\_\_\_ Medium \_\_\_\_\_ Low \_\_\_\_\_

### 3. Lead goosenecks/pigtails:

- Were lead goosenecks/pigtails<sup>1</sup> identified in your material survey /inventory? Yes ☐ No ☐ Unknown ☐ System never used them ☐ If System never used lead goosenecks/pigtails skip to question # 4 and continue the survey.
- How many lead goosenecks/pigtails did you have in 1991? \_\_\_\_\_ Unknown ☐
- How many lead goose necks have you replaced since the initial survey? \_\_\_\_\_ Unknown ☐
- How many lead goosenecks/pigtails do you have today? \_\_\_\_\_ Unknown ☐
- How many are on private property connecting to homes? \_\_\_\_\_ Unknown ☐
- How many are publicly owned connecting to homes? \_\_\_\_\_ Unknown ☐
- How many are on municipal owned buildings? \_\_\_\_\_ Unknown ☐
- How many are on schools ? \_\_\_\_\_ Unknown ☐
- How many are on childcare facilities? \_\_\_\_\_ Unknown ☐
- How confident are you on the answers to question in # 3? High \_\_\_\_\_ Medium \_\_\_\_\_ Low \_\_\_\_\_

### 4. Partial lead service lines (PLSL)

- How many of your existing LSL are partial lead service lines? \_\_\_\_\_ Unknown ☐ System never used or allowed partial LSL.  
If System never used/allowed PLSL skip to question #5 and continue the survey.
- How many PLSL are on private property connecting to homes? \_\_\_\_\_ Unknown ☐
- How many are publicly owned connecting to homes? \_\_\_\_\_ Unknown ☐
- How many are on municipal buildings? \_\_\_\_\_ Unknown ☐
- How many are on a school ? \_\_\_\_\_ Unknown ☐
- How many are on childcare facilities? \_\_\_\_\_ Unknown ☐
- How confident are you in the answers to question # 4? High \_\_\_\_\_ Medium \_\_\_\_\_ Low \_\_\_\_\_

### 5. Lead Service Line inventory maintenance

- How do you maintain and make your material survey or Lead Service Line inventory available  
Electronic database? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes is it accessible to the public? Yes \_\_\_\_\_ No \_\_\_\_\_
- Who should your customers contact to find out if they have a lead service line?  
Name of Contact person? \_\_\_\_\_  
Phone # (\_\_\_\_) \_\_\_\_\_  
E-mail address \_\_\_\_\_  
Describe other consumer contact methods, if applicable:  
\_\_\_\_\_  
\_\_\_\_\_

**6. Lead Service Line Replacement Programs (LSLRP):**

- a) Is your system currently under a mandatory LSL replacement program because you exceeded the lead Action Level? Yes \_\_\_\_ No \_\_\_\_ Don't know \_\_\_\_
- I. If "No", does your system have a voluntary lead service line replacement program?  
Yes \_\_\_\_ No \_\_\_\_
- II. If "Yes", is it a full lead service line replacement program? (Meaning you always replace all the way from the main to the home.) Yes \_\_\_\_ No \_\_\_\_
- b) Local Ordinance and Lead Service Line Replacement:
- I. Is there a local legal requirement that would prevent you from removing lead service lines on private property? Yes \_\_\_\_ No \_\_\_\_
- II. If "Yes", please describe: \_\_\_\_\_
- III. Is there a local requirement to remove lead service lines when properties are transferred or rehabilitated? Yes \_\_\_\_ No \_\_\_\_
- IV. If "Yes", when was it put into place? Please Describe: \_\_\_\_\_
- c) Lead Service Lines and Sample Site Selection:
- I. Are you using your LSL Inventory for prioritizing, and actively updating your sample site selections? Yes \_\_\_\_ No \_\_\_\_
- d) Lead Service Line Replacement Program Funding (if applicable):
- I. How do you fund your lead service line program?
- II. Do you use the State Revolving Fund to assist in LSLR? Yes \_\_\_\_ No \_\_\_\_
- III. Do you use other sources of funding? Yes \_\_\_\_ No \_\_\_\_
- i. If "Yes", describe: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- e) Lead Service Line Replacement Consumer Incentive Programs:
- I. Does your system provide any incentives to homeowners to replace lead service lines, goosenecks and lead piping? Yes \_\_\_\_ No \_\_\_\_
- II. If Yes, Check all applicable
- ☐ Rebate? Yes \_\_\_\_ No \_\_\_\_ If "yes", How much? \_\_\_\_  
What percentage of total cost? \_\_\_\_ %
- ☐ Bill pay back over time? Yes \_\_\_\_ No \_\_\_\_ If "Yes", time period? \_\_\_\_\_
- ☐ Other? Describe Program: \_\_\_\_\_
- III. How many homeowners have participated in your program over the following years?  
2010: \_\_\_\_, 2011: \_\_\_\_, 2012: \_\_\_\_ 2013: \_\_\_\_ 2014: \_\_\_\_ 2015: \_\_\_\_

**7. Transparency: Lead Sample Results, Lead Service Lines and Consumer Information:**

- a) Do you post all of your individual lead sampling results for all consumers to see? Yes \_\_\_\_ No \_\_\_\_
- b) If "Yes", where is your LSLR or water sampling results posted for public access?
- ☐ Website? Yes \_\_\_\_ No \_\_\_\_, If "Yes", provide link \_\_\_\_\_
- ☐ Other location? \_\_\_\_\_

- c) Do you share your lead service line information with your local Board of Health; local Board of Education; Council for Children, Youth and Families; and/or Housing Authority? Yes \_\_\_\_ No \_\_\_\_  
\_\_\_\_\_
- d) What is your plan to make this information available/transparent to the public and increase consumer awareness of Lead and what they can do to address lead in drinking water?  
Describe plan \_\_\_\_\_

Where will information be available? Check all that apply:

- ☐ Webpage \_\_\_\_\_
- ☐ Facebook \_\_\_\_\_
- ☐ Twitter \_\_\_\_\_
- ☐ Local medical professional offices? \_\_\_\_\_
- ☐ Health Centers? \_\_\_\_\_
- Other \_\_\_\_\_

### 8. **Lead and Local Schools and Childcare Facilities:**

- a) Do you assist with educating and training local school and childcare officials on the EPA and MassDEP Lead Contamination Control Act (LCCA) program? Yes ☐ No ☐ Unknown ☐  
Please note Information about the LCCA program is located at  
<http://www.mass.gov/eea/agencies/massdep/water/drinking/lead-in-drinking-water.html>
- b) Do you have a program (beyond the two required LCR samples) with your local school district or childcare facilities to encourage and assist them to sample for and address lead? Yes \_\_\_\_ No \_\_\_\_
- If "Yes", describe your PWS program:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 9. **Distribution Maintenance-Flushing:**

**Uni-directional flushing is known to help in reducing accumulated sediment, discolored water etc. in drinking water systems.**

Does your PWS have a unidirectional flushing program? Yes \_\_\_\_ No \_\_\_\_

- If "Yes", describe your program \_\_\_\_\_
- If "No", does your PWS have plans to start a unidirectional flushing program? Yes \_\_\_\_ No \_\_\_\_

## 10. Customer Complaints:

- a) Do you have a written log of all complaints and follow-up actions? Yes\_\_\_ No\_\_\_
- b) Do you have an on-line complaint process? \_\_\_\_\_
- c) What procedures do you follow when there is a water quality complaint?

Describe: \_\_\_\_\_

☐ Respond by phone \_\_\_\_\_ ☐ email \_\_\_\_\_ ☐ site visit \_\_\_\_\_ ☐ sample collection \_\_\_\_\_ ☐

Other Describe \_\_\_\_\_

Thank you for your participation in this survey. Your responses are vital to ensuring Lead and Copper Rule public health protection.

**Please respond to this on-line survey by August 30, 2016.** If you are unable to complete this survey online you may download a printable copy at <http://www.mass.gov/eea/docs/dep/water/drinking/alpha/i-thru-z/lcrsurv.pdf> (PDF version) or <http://www.mass.gov/eea/docs/dep/water/drinking/alpha/i-thru-z/lcrsurv.doc> (MS Word version), complete and email it to [program.director-dwp@state.ma.us](mailto:program.director-dwp@state.ma.us), Subject LCR. You may also mail a copy of your completed survey to MassDEP/DWP, One Winter St., Boston MA 02108 Attention LCR. For assistance with completing this form please email [program.director-dwp@state.ma.us](mailto:program.director-dwp@state.ma.us) or call 617-292-5770.

**For more information on LCR see:** <http://www.mass.gov/eea/agencies/massdep/water/drinking/lead-and-other-contaminants-in-drinking-water.html#9>.

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<sup>1</sup> Gooseneck, Lead (pigtail) Leaded goosenecks are short sections of lead pipe (1' to 2' long) used during the early 1900s up to World War Two in supplying water to a customer. These lead tubes could be easily bent, and allowed for a flexible connection between rigid service piping. The bent segments of pipe often took the shape of a goose's neck, and are referred to as "lead goosenecks." Lead is no longer permitted in new water systems or new building construction. (Webster Online Dictionary)

Goosenecks (also referred to as pigtails) are in-line components of a water service (i.e. piping, valves, fittings, tubing, and accessories) running from the distribution system water main to a meter or building inlet. The valve used to connect a small-diameter service line to a water main is called a corporation stop (also called a tap, or corp stop). One gooseneck joins the corporation stop to the water service pipe work. A second gooseneck links the supply pipeline to a water meter located outside the building. (Water Transmission and Distribution (Principles and Practices of Water Supply Operations Series), 3rd Edition. By AWWA (American Water Works Association) Pub. Date: 12/28/2003)