

Can't Travel? Attend Remotely via Video Conference!

We use Microsoft Teams as our platform for remote connections. You do not need to have a Teams account in order to participate remotely. You may join the meeting through your web browser or by downloading and installing the Teams app. You will have the ability to ask questions through the microphone on your computer, or by typing a question into the chat box



LEAD SERVICE LINE REPLACEMENT

Policy Design, Program Development, and Execution

April 27-28, 2020
DoubleTree Suites by Hilton
Detroit Downtown-Fort Shelby
Detroit, MI



OVERVIEW

Lead service lines have caused increasing concerns around the impacts of lead contamination on public health. The Lead and Copper Rule is poised for change and utilities are prioritizing the removal of widespread and longstanding lead infrastructure. Developing a lead service line replacement program requires an accurate lead service line inventory, efficient program design, responsive program administration, engineering expertise, and effective communication skills that provide transparency to the public.

This *Lead Service Line Replacement: Policy Design, Program Development, and Execution* training course will provide insight on how to design and implement a lead service line replacement program, including policy design, program implementation, funding options, partnership between utilities and regulators, public outreach strategies, inventory methods and data collection, planning, and engineering and replacement. This course will provide a comprehensive review for crafting your lead service line replacement program and will enable you to anticipate challenges with an actionable plan in place. Join us in Detroit for this interactive opportunity to network and collaborate with industry peers and hear from Washington DC about their history and progress in replacing harmful lead service lines.

LEARNING OUTCOMES

- Identify how lead service line replacement programs have been constructed in Washington DC in comparison to other programs developed throughout the U.S.
- Illustrate how to stand up a lead service line replacement program
- Anticipate challenges that are likely to arise while administering the program
- Apply methods for program implementation
- Instruct operations for lead service line replacement
- Build or improve a lead service line replacement program
- Identify key internal and external communication strategies for program implementation
- Design new lead service line program policy
- Approach cross-organizational partners for lead line replacement initiatives
- Create a lead service line plan including inventory, engineering, and replacement

WHO SHOULD ATTEND

This course is designed for anyone who wishes to obtain an in-depth understanding of developing lead line replacement programs including background on tough topics like policy design, public outreach, lead service line inventory, planning, and lead service line removal.

AGENDA

MONDAY, APRIL 27, 2020

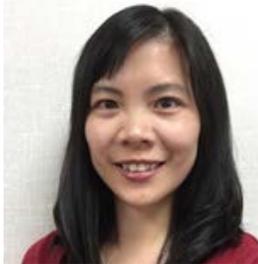
- 8:00 – 8:30 am** **Registration and Continental Breakfast**
- 8:30 – 8:45 am** **Course Introductions and Objectives**
- 8:45 – 9:00 am** **History of Lead in Drinking Water and Public Health Impacts**
- National Perspective
 - Case Studies on Health Impacts
- 9:00 – 10:00 am** **The Role of Advocacy in Creating the Lead Pipe Replacement Assistance Program (LPRAP) in the District of Columbia**
- Development of Legislation
 - Communications Around Lead in Water
 - Impacts on Different Social Groups and Ethics Around Replacement
- 10:00 – 10:15 am** **Morning Break**
- 10:15 – 11:15 am** **Policy Design**
- Partnership: Utilities and Regulators Unite!
 - Funding and Policy Interactions: Integrating Lead Service Line Replacement with Capital Improvement Planning
- 11:15 am – 12:00 pm** **Public Outreach – Part A**
- Balancing Panic with Urgency
 - Program Uptake
- 12:00 – 1:00 pm** **Group Luncheon**
- 1:00 – 2:00 pm** **Public Outreach – Part B**
- Lead Service Line Replacement Communication
 - Design Options to Minimize Obstacles
- 2:00 – 2:15 pm** **Afternoon Break**
- 2:15 – 3:00 pm** **Taking Inventory: Accurate Data on Lead Service Lines**
- Online Tools to Promote Inventory and Replacement
 - Existing Data Including Partial and Full Replacements
 - Challenges of Adding New Data
- 3:00 – 3:45 pm** **Lead Service Line Planning:**
- External and Internal Communications Strategies
 - Legal Factors Involved in Planning and Replacement
 - Funding and Implementation of Capital Improvement Plans
- 3:45 – 5:00 pm** **Program Administration**
- Income Verification
 - IT Solutions: Shared Databases and Online Forms

AGENDA

TUESDAY, APRIL 28, 2020

- 8:00 – 8:30 am** **Continental Breakfast**
- 8:30 – 9:30 am** **Lead Service Line Engineering and Replacement**
- Replacement Techniques
 - Post Lead Service Line Replacement Communications
- 9:30 – 9:45 am** **Implementation of the Lead Pipe Replacement Assistance Program (LPRAP) in Washington DC: Early Lessons Learned**
- Multi Family Buildings and Condos
 - Retroactive Assistance
- 9:45 – 10:00 am** **Morning Break**
- 10:00 – 11:00 am** **Roundtable Interactive Session**
- What is Your area Doing to Remove Lead Pipes?
 - How Can You Create or Improve Your Program?
- 11:00 am – 12:00 pm** **Wrap up: Questions, Comments, and Remarks**

INSTRUCTORS



Ying Tan

Assistant Program Manager, Water Quality & Technology, DC Water

Ying joined DC Water in 2011 and has focused her career on water quality and research activities on lead in drinking water. As assistant program manager at the Water Quality & Technology Department, Ying overlooks the lead compliance programs, general lead monitoring programs, and provide insights to lead related projects. Ying hold a Master's degree in Environmental Engineering from University of Minnesota and a Bachelor's degree in Chemical Engineering from University of Illinois Urbana-Champaign.



Mackenzie Matthews

Energy Program Specialist, Affordability and Efficiency Division, Washington DC Department of Energy and Environment

Mackenzie Matthews is an Energy Program Specialist in the Affordability and Efficiency Division at the District of Columbia Department of Energy and Environment (DOEE). Mackenzie is passionate about solving environmental problems in a way that alleviates social and economic inequality. She has been fortunate to act on this passion as the program lead for DC's lead service line replacement assistance program that opened on October 1, 2019. Prior to the creation of this program, Mackenzie was essential to standing up an expansion of DC's water utility affordability programs. Before joining DOEE, Mackenzie was a project manager for federal and local government mixed methods data analysis contracts at a small market research firm in Maryland and a building energy performance analyst at the U.S. Department of Energy laboratory in Los Alamos, New Mexico. Mackenzie holds a Master of Public Policy from The George Washington University and a Bachelor's degree in Sustainability from The University of Tennessee. Outside of the office, Mackenzie is a painter, a salsa dancer, and Tennessee Volunteers football fan.

REQUIREMENTS FOR SUCCESSFUL COMPLETION OF PROGRAM

Participants must sign in/out each day and be in attendance for the entirety of the course to be eligible for continuing education credit.

INSTRUCTIONAL METHODS

This program will use PowerPoint presentations and active participant discussion.

IACET CREDITS



EUCI has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET). In obtaining this accreditation, EUCI has demonstrated that it complies with the ANSI/IACET Standard which is recognized internationally as a standard of good practice. As a result of their Authorized Provider status, EUCI is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

EUCI is authorized by IACET to offer 1.0 CEUs for the course.

EVENT LOCATION

A room block has been reserved at the **DoubleTree Suites by Hilton Detroit Downtown-Fort Shelby**, 525 W LaFayette Blvd, Detroit, MI 48226, for the nights of April 26-27, 2020. Room rates are \$159 plus applicable tax. Call **1-313-963-5600** for reservations and mention the EUCI event to get the group rate. The cutoff date to receive the group rate is March 27, 2020 but as there are a limited number of rooms available at this rate, the room block may close sooner. ***Please make your reservations early.***

REGISTER 3, SEND THE 4TH FREE

Any organization wishing to send multiple attendees to these courses may send 1 FREE for every 3 delegates registered. Please note that all registrations must be made at the same time to qualify.

To Register Click Here, or

Mail Directly To:

PMA Conference Management
PO Box 2303
Falls Church VA 22042
201 871 0474
Fax 253 663 7224
register@pmaconference.com

EVENT LOCATION

A room block has been reserved at the **DoubleTree Suites by Hilton Detroit Downtown-Fort Shelby**, 525 W LaFayette Blvd, Detroit, MI 48226, for the nights of April 26-27, 2020. Room rates are \$159 plus applicable tax. Call **1-313-963-5600** for reservations and mention the EUCI event to get the group rate. The cutoff date to receive the group rate is March 27, 2020 but as there are a limited number of rooms available at this rate, the room block may close sooner. **Please make your reservations early.**

PLEASE REGISTER

LEAD SERVICE LINE REPLACEMENT: POLICY DESIGN, PROGRAM DEVELOPMENT, AND EXECUTION COURSE

APRIL 27-28, 2020: US \$1395

Early bird on or before April 10, 2020: US \$1195

ENERGIZE WEEKLY

Energize Weekly is EUCI's free weekly newsletter, delivered to your inbox every Wednesday. We provide you with the latest industry news as well as in-depth analysis from our own team of experts. Subscribers also receive free downloadable presentations from our past events.

Sign me up for Energize Weekly

How did you hear about this event? (direct e-mail, colleague, speaker(s), etc.)

Print Name

Job Title

Company

What name do you prefer on your name badge?

Address

City

State/Province

Zip/Postal Code

Country

Phone

Email

List any dietary or accessibility needs here

CREDIT CARD INFORMATION

Name on Card

Billing Address

Account Number

Billing City

Billing State

Exp. Date

Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)

Billing Zip Code/Postal Code

OR Enclosed is a check for \$ _____ to cover _____ registrations.

Substitutions & Cancellations

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before January 24, 2020 in order to be refunded and will be subject to a US \$195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of conference cancellation, EUCI's liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices. EUCI reserves the right to alter this program without prior notice.