

Appendix 2: Data Gathering Documents

Letter to water systems



November 15, 2021

To Whom It May Concern:

As you may know, Women for a Healthy Environment (WHE), a nonprofit organization that addresses environmental exposures that impact public health in Pennsylvania, published the [“Something’s in the Water: A System Analysis on Quality and Transparency in Allegheny County Community Water Systems”](#) report in Spring 2021 based on the data collected through a March 2020 Right to Know request. This report called for regional conversation about the need for both increased investment in our public drinking water infrastructure, as well as the implementation of measures to protect public health.

Representatives from water systems and local governments heeded this call. For example, since our report was released in April 2021, three water authorities have successfully applied for *PennVest* funds to replace lead service lines in full, and at least two municipalities have applied for *American Rescue Plan Act* funding to expand the reach of these lead service line replacement projects. Additionally, we anticipate funding for grid and capacity improvements from the imminent federal *Infrastructure Bill*. However, further progress must be made to advance regional collaboration and transformation among water systems.

To address this need, the Pittsburgh Collaboratory for Water Research, Education, and Outreach at the University of Pittsburgh is partnering with WHE on a project to expand upon the findings of the 2021 report¹. Specifically, WHE and the Pittsburgh Water Collaboratory are partnering to create a series “Water System Report Cards” for all water authorities in Allegheny County. The Water System Report Cards will include grades on a number of areas, including but not limited to:

- Affordability
- Public Transparency and Accessibility
- Lead Exposure Prevention
- Water Quality

¹ The Pittsburgh Water Collaboratory at the University of Pittsburgh bridges water research, governance and action through academic-community partnerships that advance creative solutions to water challenges. www.water.pitt.edu.

We are writing to make you aware of this new effort, to welcome your participation in the process, and to request updated information for key parameters. For this effort, we will use data from the March 2020 Right to Know request. However, given the unique impacts of the COVID-19 pandemic since the March 2020 request was sent, we are working to update this information. The following chart shows the information we originally requested (and received) for the 2021 report (left column). The right column lists the data we are requesting.

2021 Something's in the Water Report	2022 Water System Report Cards
March 2020 Data Requested	We are requesting the following data:
total shut off <u>notices</u> in 2019	total <u>completed</u> shut offs in 2019
	total <u>completed</u> shut offs in 2020
number of <u>consumers</u> served	total <u>households</u> served <u>in 2020</u>
existence of lead service line inventory	existence of a lead service line inventory (identical to previous request)
number of public side only lead service line replacements from 1/1/2015 - 2/29/2020	number of <u>public</u> side only lead service line replacements <u>in 2020</u>
number of private side only lead service line replacements from 1/1/2015 - 2/29/2020	number of <u>private</u> side only lead service line replacements <u>in 2020</u>
number of full (public and private side) lead service line replacements from 1/1/2015 - 2/29/2020	number of <u>full</u> (public and private side) lead service line replacements <u>in 2020</u>
availability and cost of voluntary <u>water quality</u> testing	availability and cost of voluntary <u>lead</u> testing
	grants and/or loans received for lead service line replacements since January 1, 2020
	water affordability protections
	enrollment options for any existing affordability protections
	outreach methods for existing affordability protections
	populations eligible for existing affordability protections

We ask that you please provide updated data for the Water System Report Cards [through this online form](#). Please send any questions to Talor Musil by email (talor@womenforahealthyenvironment.org).

Furthermore, we welcome your involvement in designing the final rubric used to calculate water system grades. Please contact us if you would like to schedule a conversation to discuss this opportunity. We welcome your input and look forward to working with you.

To include your input on the report card rubric and/or share updated data for 2020, please contact us and complete the [data survey form](#) no later than Monday, December 13th at 5:00pm.

Thank you for assisting us in this research effort.

Best,



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Women for a Healthy Environment



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Director, Pittsburgh Collaboratory for
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2022 Water System Report Card Data Survey

[Sign in to Google](#) to save your progress. [Learn more](#)

* Required

Water System Name *

Your answer

Do you currently have a lead service line inventory? *

☐ Yes

☐ No

☐ Unsure

☐ Other: _____

If yes, is your lead service line inventory complete? (Meaning all services lines, private and public, are included)

Your answer

Total number of "public side only" lead service line replacements in 2020. *

IMPORTANT: Do NOT report partial replacements if any of the following applies: (1) the private side was NOT lead (meaning only the public side was lead), (2) a homeowner denied you the right to access a private lead line, or (3) the replacement took place in response to an emergency line break

Your answer

Total number of full (public and private side) lead service line replacements in 2020 *

Your answer

Have you received grants and/or loans for lead service line replacements since January 1, 2020? *

☐ Yes

☐ No

☐ Unsure

☐ Other: _____

If yes, how much did you receive AND from whom?

Your answer _____

Is lead testing available for customers upon request? *

☐ Yes

☐ No

☐ Unsure

☐ Other: _____

If yes, how much does lead testing cost for a customer?

Your answer _____

Total completed shut offs in 2019 *

Your answer _____

Total completed shut offs in 2020 *

Your answer _____

Which of the following affordability protections does your system have? *

- ☐ moratoria
- ☐ reconnections
- ☐ waiving late payment fees
- ☐ grace periods
- ☐ payment plans
- ☐ debt forgiveness
- ☐ grants
- ☐ discounts
- ☐ percent of income based rates
- ☐ customer assistance program
- ☐ None of the above
- ☐ Other: _____

How is enrollment in these programs available? *

- ☐ in-person
- ☐ phone
- ☐ online
- ☐ Not applicable / We do not have any of these programs
- ☐ Other: _____

What outreach methods are used to promote these programs? *

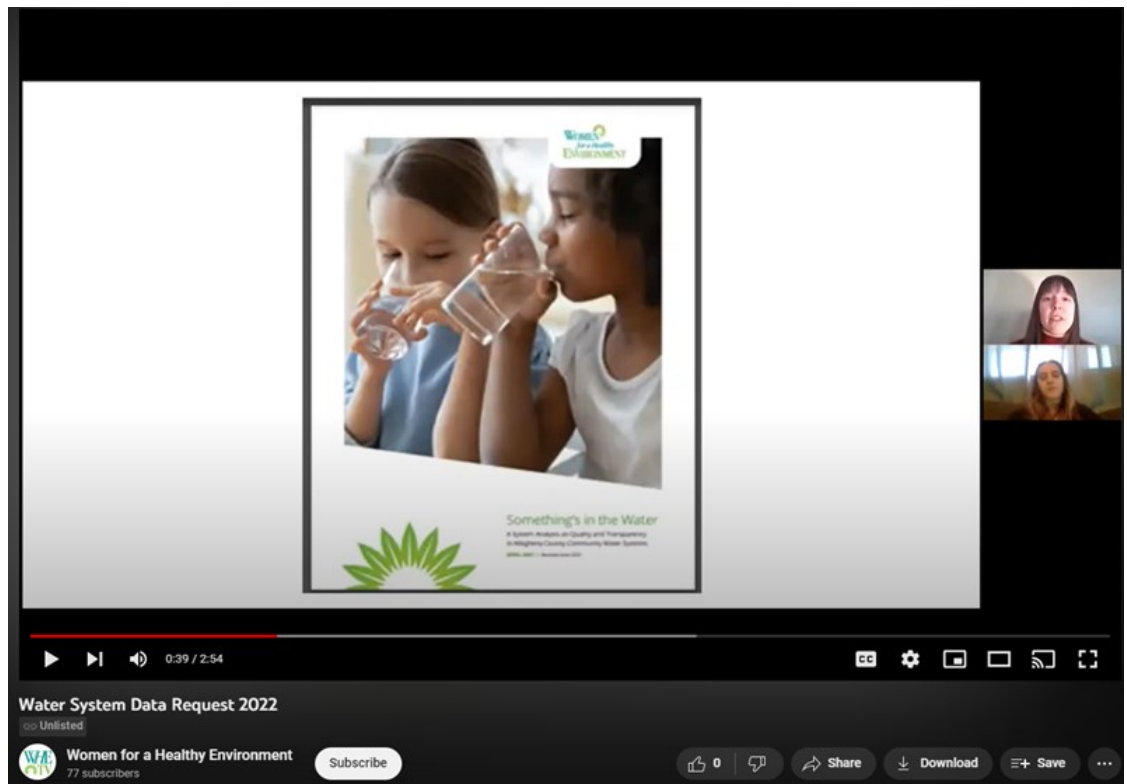
Your answer _____

Who is eligible for these programs? *

- ☐ renters
- ☐ home owners
- ☐ undocumented immigrants
- ☐ Not applicable / We do not have any of these programs
- ☐ Other: _____

Video linked in reminder email for survey participation

Video request to water systems: <https://youtu.be/-2oCaMAJr84>



Email of Drafts sent to systems

Good morning,

We are writing to update you on the progress of the Water System Report Card research project being conducted by Women for a Healthy Environment and the Pittsburgh Collaboratory for Water Research, Education, and Outreach at the University of Pittsburgh.

Earlier this year, you provided us with responses to our online form. Thank you for taking the time to do so. We have now completed a draft of [Insert System Name] report card and wish to share it with you for your review. You will find here two attachments. The first is a PDF of the **draft report card**. The second is a **feedback form** where you can share with us any corrections.

We ask that you please reply to us by June 1. If this deadline does not work for you, please let us know and we will try to arrange a date that works for you. Again, we welcome the chance to collaborate with you on improving water quality, transparency, and affordability in our region. Please note that this is a working draft, and we ask that you do not share it publicly. There will be an accompanying glossary for terms, and a full report narrative that goes with the report cards (one for each of the region's 36 systems). Please don't hesitate to reach out with any additional questions.

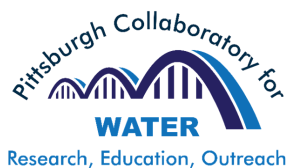
This report should be cited as:

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