To: Lewis, Carrie[Carrie.Lewis@milwaukee.gov]; DeRoo, Sarah[SDEROO@milwaukee.gov]; Rusch Walton, Sandra[SLRusch@milwaukee.gov]; Rouse, Rosalind[Rosalind.K.Rouse@milwaukee.gov]
Cc: Tabak, Jodie[Jodie.Tabak@milwaukee.gov]; Szopinski, Aaron[aszopi@milwaukee.gov]; Korban, Ghassan[gkorba@milwaukee.gov]; Ghijsen, Rudy[Rudy.Ghijsen@milwaukee.gov]; Stanley, Marisa[MSTANL@milwaukee.gov]
From: Deltoral, Miguel
Sent: Wed 2/15/2017 7:58:39 PM
Subject: Re: Need new messages asap

Hi Carrie,

Thank you for the opportunity to provide comments and apologies for the late response. Based on our experience in Flint, we wanted to share some information with you for consideration.

- The differences in the instructions for the various activities will likely result in confusion among residents. The more consistent/simple the protocol, the better it will go from an implementation standpoint.
- There is significant variability from home to home which can affect lead levels and particulate release (pipe material, unoccupied/reoccupied homes, water usage, etc.). These issues are fairly universal but very difficult to identify/track, which is a major reason why we recommended the use of filters for all homes with lead service lines in Flint.
- If residents are using their water while the work is being conducted, they could be bringing particulate into various branches of their home plumbing network due to disturbances over the duration of the work. If there is galvanized pipe in the home, it may be difficult to flush the particulate out once it is introduced into the premise plumbing. Where possible, it may make sense to instruct residents not to use water during the duration of the work. Following completion of the work, a 'primary flush' should utilize a utility sink or other tap in the basement that allows the fastest flow to clear as much of the particulate out as possible before flushing at the rest of the taps in the home.
- Door hangers can/do blow away. It would be good to confirm that residents have received the message (e.g., knocking on doors and/or calling/speaking to residents).

Regarding the questions/responses to the questions in the most recent email:

On the 1st Q/A: I assume the first question meant to say 'new service line is installed' not 'new lead service line is installed'.

On the 3rd Q/A: Lead levels can rise fairly quickly after flushing (in 30 minutes or less, depending on water quality/lead source). However, once the lead line is removed, the longer flushing times are not needed. 30 to 45 seconds should clear the household plumbing.

If we can provide any additional assistance, please do not hesitate to ask.

Miguel A. Del Toral
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From: Lewis, Carrie <Carrie.Lewis@milwaukee.gov>
Sent: Thursday, January 5, 2017 10:54 AM
To: DeRoo, Sarah; Rusch Walton, Sandra; Rouse, Rosalind
Cc: Tabak, Jodie; Szopinski, Aaron; Korban, Ghassan; Ghijsen, Rudy; Stanley, Marisa
Subject: RE: Need new messages asap

Given the immediate need for field people to have answers to these questions, please review the below asap, make any edits and return.

How long should I use the lead-removal filter after the new lead service line (LSL) is installed?

It is recommended that you use the filter until the samples collected after the replacement have been analyzed. Based on the test results, you can make an informed decision about whether or not to continue to use a lead-removal filter.

Are there still possible sources of lead now that the LSL has been replaced?

The internal building plumbing that was not replaced may still be a source of lead. Lead–based pipes, fixtures (such as faucets) and solder used to connect plumbing may contain lead.

The samples that were collected after the LSL was replaced will provide information about sources of lead that may remain.

What are best practices for after full LSL replacement?

It is recommended that, if water has been resting in the pipes for more than six hours, you flush the water until it is noticeably colder. Always use water only from the cold tap for drinking and cooking, and remove and clean the aerator regularly.

What if there are small children/pregnant/breastfeeding women in the residence?

MHD please provide language