

# Government of the District of Columbia Advisory Neighborhood Commission 4B



May 22, 2023

District of Columbia Water and Sewer Authority (DC Water)  
Attn: Mr. David Gadis  
1385 Canal Street, SE  
Washington, D.C. 20003  
[dcwater@dc.gov](mailto:dcwater@dc.gov)

RE: Request for additional information related to pre-implementation, execution, and follow-up (remediation) of Lead Service Line replacement (LSL) work performed by DC Water

Dear Mr. Gadis:

Advisory Neighborhood Commission 4B, at a duly noticed public meeting, with quorum being NUMBER, at its May 22, 2023 meeting, voted \_ Yeas, \_ Nays, and \_ Abstentions to send this letter requesting additional information related to pre-implementation, execution, and follow-up of Lead Service line Replacement work performed by DC Water.

This letter is a follow-up to an email sent by Commissioner Michael Cohen and Commissioner Zurick Smith to DC Water on April 4, 2023 regarding Lead Service Line replacement (LSL) work that is taking place in Ward 4. The Commission supports the overall concept of Lead Service line replacement (see [Resolution 4B23-0404](#): Supporting and Providing Recommendations on B25-0195, Lead Free DC Omnibus Amendment Act of 2023 (05/01/2023)). Furthermore, we appreciate the time that DC Water's community outreach team has spent at ANC 4B meetings in the past ([January 23, 2023](#) and January 2022) which provided the Commission with general information related to LSL. However, we continue to receive feedback from some neighbors who are frustrated with the manner in which the LSL work has been performed. The frustrations that these neighbors have encountered include concerns related to a lack of communication from DC Water, poor workmanship with respect to remediation of private and public space, and failure to remediate in a timely manner. Specifically, residents whose blocks have undergone LSL have contacted us regarding DC Water's failure to repave and remark streets, failure to replace street signage in a timely manner, inability to store equipment and material(s) in a safe and efficient manner, failure to replace and replant grass, and failure to

adequately warn residents of property risks associated with LSL. To exemplify these concerns and frustrations, we have attached a small sample of some communications that we have received from members of the community. For the purposes of this letter, "DC Water" is referring to both DC Water as an agency as well as any contractors that DC Water uses to perform LSL and LSL-related work.

In light of these concerns, our Commission is requesting additional information related to the LSL project in our area. We are requesting the following information:

- Please explain in detail what sort of inspection takes place before and after DC Water and/or its contractors completes LSL work. This is in regard to work done in public space as well as work that is done in or on residents' property. Are any independent third parties or DC agencies (i.e. Department of Buildings, Department of Transportation, Department of Licensing and Consumer Protection) used to inspect work that has taken place or work that will take place?
- Please explain how issues related to LSL, specific to "Restoration in-kind", are tracked and designated for remediation. Are SLA's assigned to these issues, and if so, what are the timelines for these SLA's?
- How does DC Water inform residents of potential risks associated with LSL work? Where can we find a list of the possible risks that residents have encountered, or may encounter, as the result of undergoing LSL?
- What sort of information does DC Water provide to residents after LSL has been completed at their residence? Please outline and provide samples of any documentation as well as copies of marketing and/or communications material that DC Water uses.
- Does DC Water provide residents who have or will undergo LSL with information related to how those residents should alert DC Water of a claim related to damaged personal or real property resulting from, or incidental, to the performance of LSL work?
- Please provide a map or route of where LSL will take place in the future, as well as the expected timelines for those projects? The information included in [DC Water's lead free online construction dashboard](#) seems to provide information related to individual property LSL status. However, the map does not address prospective implementation or remediation related to LSL; nor does the map also contain information related to staging areas and/or disruptions to street paving, street markings, sidewalks, parking or signage. Is it possible for DC Water to provide additional information related to 'Block Status' (e.g. updated for 2023 as well as 2024).
- Please provide detail into how main water line replacement differs from lead service line replacement. Is the former required in order for the latter to take place? What are the risks associated with each?

- How many contractors is DC Water using for LSL work specifically in Ward 4 and in Single Member Districts within ANC 4B's commission boundaries? Please provide the names of these contractors as well as a general overview of the vetting process that takes place to select these contractors.

In addition to answering the above questions, the Commission is requesting marketing and/or communications materials related to LSL so that we may provide such materials to residents on an on-demand basis or when we learn of residents that have encountered issues with LSL. Providing residents with informational documentation (e.g. a comprehensive 'Frequently Asked Questions' document) both prior to and after Lead Service Line replacement, could help further educate residents and provide a more smooth experience for residents who reside in the District and within the boundaries of ANC 4B who undergo Lead Service line Replacement. It also could help to increase the number of residents willing to undergo LSL.

Advisory Neighborhood Commission 4B has voted with \_ Yeas, \_ Nays, and \_ Abstentions to appoint the Commissioner for Single Member District 4B07, Michael Cohen; the Commissioner for 4B03, Zurick Smith; or any member of the Executive Committee in their absence, to be authorized to communicate this letter and represent Advisory Neighborhood Commission 4B in communication with you or any DC government entity regarding this matter.

Thank you for your time and attention to these matters. We look forward to hearing from you.

Sincerely,

Michael Cohen, ANC 4B07 Commissioner  
Zurick Smith, ANC 4B03 Commissioner

cc: Councilmember Janeese Lewis George, Ward 4  
Councilmember Charles Allen, Ward 6  
Lucinda Babers, Deputy Mayor for Operations and Infrastructure  
Nancy Hapeman, Office of Contracting and Procurement  
Sandra Mattavous-Frye, Office of the People's Counsel



# Attachment A

----- Forwarded message -----

From:  
Date: Mon, Jan 23, 2023 at 9:09 PM  
Subject: Lead Free DC - Restoration After Work  
To: <[sean.moore@dcwater.com](mailto:sean.moore@dcwater.com)>

Hello, Mr. Moore:

Thank you for your presentation to ANC 48 on the Lead Free DC initiative this evening. This is a vital effort to ensure safe drinking water and protect public health in DC.

Work is ongoing (or recently completed) on the \_\_\_\_\_ block of 2nd St. NW, where I live. The test pit on my property and pit at the water meter for my house have been refilled and covered with grass seed and hay. However, in other places on the block, there are issues with restoration after digging the pits and conducting the work, including: (a) inadequately filled dug pits that create a drop-off from the sidewalk, causing a mobility hazard; and (b) inadequately filled pits where water meters are below grade, and now filling with rainwater.

Is the contractor finished with work on the \_\_\_\_\_ block of 2nd St. NW? Is there any recourse for residents if the restoration is inadequate or causing hazards for pedestrian mobility?

Thank you, again.

## 3rd st bike lane

Wed 3/15/2023 8:02 AM

To: Cohen, Michael (SMD 4B07) <[4B07@anc.dc.gov](mailto:4B07@anc.dc.gov)>

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Hi Michael,

Hope all is well.

I wanted to bring something to your attention. Yesterday I realized that the work folks were doing along 3rd st a few weeks ago (in front of rec center pool) seems not fully done. The bike lane is completely destroyed and they did not do a very good job putting back the asphalt. I am a biker and so are my children and the fact that the bike lane is not safe (and also not properly marked) is very upsetting.

Hope the city is already thinking about solutions.

Thanks!

Saturday, Apr 22 • 10:10 AM

Hey, do you know if the city plans the re-sod lawns that they tore up to replace the pipes.

That's really the worst of what happened to us.

The pipe they replaced wasn't great but it wasn't egregious



To:  
Cc:

Tue 5/9/2023 2:53 PM

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Mr. Briggs, please don't take my **kindness** for weakness.

The email that began the communication concerning WASA responsibility to make whole any aftermath from the pipe replacement project has three attachments (pictures) showing the damage. Please inform me if you did not receive those pictures in the attached email.

Thank you for the promise to restore any and all damages. However, the word that you used "will restore"... failed to offer a schedule. Like your previous communications that informed residents of the location and scheduled time for water line replacement on their block.

It would be appreciated if WASA can copy the same practice of communicating the location and date for landscape and front yard repairs.

I will not be selfish in identifying a specific area that WASA needs to repair. As far as the scope of repair to a resident's front yard and/or tree box - every area that WASA dug up should be repaired with fresh sod/turf. WASA, you know where you damaged residents' front yards and tree boxes. Reference the pictures that were submitted.

My request for landscape repair is on the [redacted] block of Underwood Street, N.W. I will also speak for my neighbors' need for repair on the [redacted] blocks of Underwood Street, N.W.

DRAFT