

Summary of Water Filter Distribution Plan

Overview

The Milwaukee Water Works (MWW) lead service line replacement program provides customers with water filter pitchers and public health education materials in specific situations relative to lead service line replacement and other construction projects. Filters are provided to reduce customers' risk of exposure to lead in water during the construction project.

The MWW collaborates with the City of Milwaukee Health Department (MHD) which uses its Point-of-Use (POU) Water Filtration Device Distribution Plan to provide several types of filters to at-risk populations. The top priority for filter distribution includes the following individuals and locations, with or without a lead service line (LSL), in the City of Milwaukee:

- Infants who are bottle-fed
- Children with reported elevated blood lead levels greater than 20 µg/dL
- State of Wisconsin Licensed or Certified childcare facilities

The second priority for filter distribution will be the following populations living in the City of Milwaukee served by a LSL as determined by MHD:

- Children under 6 years of age
- Children with reported blood lead levels greater than 5 µg/dL
- Pregnant women or women who may become pregnant
- Breastfeeding women

Administration

MWW Distribution Section purchases filter pitchers and replacement cartridges in bulk using operating and maintenance funds and maintains an inventory. The filter pitchers are distributed by the Distribution, Meter Services, and Customer Service sections. Distribution maintains records of property addresses where filters and cartridges were distributed and shares the information with the MHD.

Type of Filter pitcher and cartridge

The filter pitchers and cartridges are ZeroWater 10-Cup Pitchers and replacement filter cartridges certified to remove lead and other metals by NSF/ANSI Standard 53. The filter pitchers are certified to filter 15 gallons and include a TDS meter to indicate to the customer when to replace the filter cartridge.

MWW provides one filter pitcher to the customer(s) at a property when a lead service line will be replaced by the City or its contractors in the following situations:

1. A leak in the lead service line is detected.
2. A lead service line is damaged during a construction project.
3. The utility-owned section of the LSL is replaced on a planned or emergency basis, necessitating replacement of the privately-owned section.
4. A lead service line has frozen during cold weather and must be thawed by removing the meter and inserting a probe into the service line to restore water service.

MWW provides one voucher to the customer(s) at a property, to be exchanged at the customers' discretion, for one filter pitcher, in the following construction situations in which a lead service line will not be replaced:

1. A planned or emergency water shut-off affects a property with a lead service line.
2. A Department of Public Works sewer replacement or street reconstruction is proximate to a property with a lead service line.

Customers can exchange a voucher for one filter pitcher and as needed, one filter replacement cartridge, at the following locations:

- Distribution Headquarters, 3850 N. 35th Street; Monday-Friday, 8:00 a.m. – 4:30 p.m.
- MWW Customer Service Center, Zeidler Municipal Building, 841 N. Broadway, Room 416; Monday – Friday, 7:30 a.m. – 5:00 p.m.

Public health educational materials are available to customers in English and Spanish, including:

- Lead-Safe Water Guide brochure
- Frequently Asked Questions and Answers about Lead Service Lines
- Door Hanger (Lunar Blue) – Voucher for Free Water Filter; property has a lead service line; water will be temporarily turned off; Flush household plumbing after water is turned back on
- Door Hanger (Terra Green) – Water Service Interruption planned; property does not have lead service line; flush household plumbing after water is turned back on
- Door Hanger (Celestial Blue) DPW Projects -- Flush your household plumbing after work is completed; property has a lead service line
- Notice/Filter Voucher “A Sewer Main Replacement or Street Reconstruction project will begin soon in front of your property”
- 8-1/2”x11” color flyers
 - ✓ Be Lead-Safe: At Home - Know the Sources of Lead
 - ✓ Be Lead-Safe: Water - Do I Need a Water Filter?
 - ✓ Examples of Lead-Removing Water Filters for Your Home
 - ✓ Be Lead-Safe: Tap Water Filters - Using Your Filter