

Case Study: Northern Illinois, Village of Franklin Park August 2024

Background

The Village of Franklin Park has identified most of their 5,970 service lines using historical records, construction records, visual inspections/service tickets, and customer self-identification surveys. To determine service line materials on the private side, Franklin Park distributed a customer survey via bill inserts and posted a printable form on the Village website. Surveys are available in English, Polish, and Spanish, as 46% of the Village's population is Spanish-speaking.

Franklin Park wants to increase community engagement efforts to help the community become more comfortable with providing access to utility representatives to conduct visual inspections. Nearly one-third of the residents in Franklin Park have not responded to the self-identification survey or, if requested, allowed the utility to access their homes to identify customer-side service line materials.



GLO Technical Assistance

U.S. EPA's Get the Lead Out (GLO) Initiative, which is funded through the Bipartisan Infrastructure Law, provides technical assistance (TA) to water utilities in identifying and planning to replace lead service lines in their systems. The Village of Franklin Park is receiving technical assistance from the GLO Initiative to help develop their service line inventory, review their lead service line replacement (LSLR) plan, identify and apply for LSLR funding, and develop a customized community engagement strategy to promote the identification of private service line materials and educate the community about LSLR.

In August 2024, the GLO Initiative provided booth support at the Village of Franklin Park's Back-to-School and Touch-A-Truck events. The team shared information and answered questions from the community about the effects of lead exposure, identifying service line material within their homes, and LSLR. Additionally, the team encouraged community participation in service line identification efforts by distributing informational materials and postcards that included the website (link and QR code) for Franklin Park's customer self-identification service line material survey. The survey has been made available in English, Spanish, and Polish.

To incentivize participants to visit each booth at the event, the Village distributed bingo cards and each booth provided a stamp when visited. Participants with a full bingo card received a prize at the end of the event - a new backpack with school supplies, donated by the Village and local organizations. Approximately 200 community members visited the water utility booth and were receptive to listening and learning about lead in drinking water. Moreover, one of the GLO team members staffing the booth communicated in Spanish to many community members, increasing accessibility of the information.

More Information

For more information about the GLO Initiative or to request GLO technical assistance for your community, please visit the [GLO Initiative website](https://www.epa.gov/water-infrastructure/get-lead-out-initiative) or fill out EPA's [Water Technical Assistance Request Form](#). If you have any questions, please contact WaterTA@epa.gov.