

## **Case Study: Northern Ohio, City of Sandusky**

### **July 2024**

#### **Background**

The City of Sandusky, as of May 2024, documented 10,500 service lines, including 8,763 unknown service line material, 2,911 identified public/utility side lead service lines, and 62 private/customer side lead service lines.

Sandusky is populating their GIS inventory map of service line material using tap cards and other historical records, where available. Private side service lines are being identified through the distribution of a community self-reporting survey as well as service technicians' documentation during routine maintenance work. The utility is also going door-to-door and requesting permission to conduct visual inspections in residents' homes to populate the private side inventory.



In order to assist in identifying the material of as many service lines as possible, Sandusky is receiving technical assistance from U.S. EPA's Get the Lead Out (GLO) Initiative, funded through the Bipartisan Infrastructure Law.

#### **GLO Technical Assistance**

EPA's GLO Initiative provides technical assistance (TA) to water utilities in identifying and planning to replace lead service lines in their service area.

GLO TA for the City of Sandusky has included service line field verification planning and lead service line replacement planning. The GLO team also assisted with door-to-door private side visual inspections of service lines and community engagement efforts to promote awareness of Sandusky's customer self-report survey.

#### **Utilizing Large Field Teams to Conduct Visual Inspections**

Sandusky and the GLO team used door-to-door on-site inspection to identify service line material on the private/customer side. Sandusky organized an effective 5-day campaign that visited 2,880 residences and identified material for 433 service lines. The utility's success was in large part due to careful planning: mapping routes in areas lacking historical records for private-side service line materials; creating a script for teams along with notes on frequently asked customer questions; placing yard signs at parks and busy public areas to notify the community about the upcoming effort; and organizing and preparing utility personnel to lead GLO teams in the field.

The door-to-door team was divided into three groups, each led by one utility representative to canvass different neighborhoods simultaneously and cover as much ground as possible in Sandusky's service area. Visual inspection results were recorded digitally into the utility's GIS map while in the field.

Building on the initial 5-day campaign, GLO and Sandusky completed over 1,300 service line identifications over a total of four multi-day door-to-door campaigns. Over 18 days in the field, the teams visited over 7,200 addresses; 14% of residents answered but declined access and 65% of residents did not answer.

#### **More Information**

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