

JERSEY WATERWORKS CONFERENCE 2025

DECEMBER 11, 2025 | THE COLLEGE OF NEW JERSEY, EWING

LEAD LEARNING LAB: NON-SRF APPROACHES TO LEAD SERVICE LINE REPLACEMENT

UTILITY TRACK



**Noemi
de la Puente**
Trenton Water Works
(Moderator)



Hetal Mistry
Veolia Water New Jersey



Yolanda McCollom
Ridgewood Water



Eric Koger
DewCon Contracting



Daniel Radici
Brute Contracting

Learning Lab Session 2:
11:30 a.m. - 12:30 p.m.

Accredited by the New Jersey Water Association.*

3.5 TCH for NJ-Licensed Water Operators. Course: TCH# 04-112501-10

3.5 Credits for NJ-Certified Public Works Managers (1.0 Technical, 2.5 Management). Course: CPWM# DLGS-NJWA-301

***MUST attend ALL three Utility Track sessions (session 2/3)**



JERSEY WATERWORKS **CONFERENCE** 2025

DECEMBER 11, 2025 | THE COLLEGE OF NEW JERSEY, EWING

OUR COMMITMENT TO FUTURE GENERATIONS

Jersey Water Works Collaborative brings together people with diverse backgrounds, perspectives, and expertise to address the challenges within New Jersey's water sector.

www.jerseywaterworks.org
info@jerseywaterworks.org

Thank you for joining us!

#njwater25

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Our Commitment to Future Generations



NEW JERSEY
AMERICAN WATER



LLSC NEW JERSEY





LEAD SERVICE LINE REPLACEMENTS NON-SRF FUNDED PROJECTS



Presented by:
Yolanda McCollom, Ridgewood Water
Daniel Radici, Brute Contracting

December 11, 2025



RIDGEWOOD WATER

- **Population Served: 62,287**

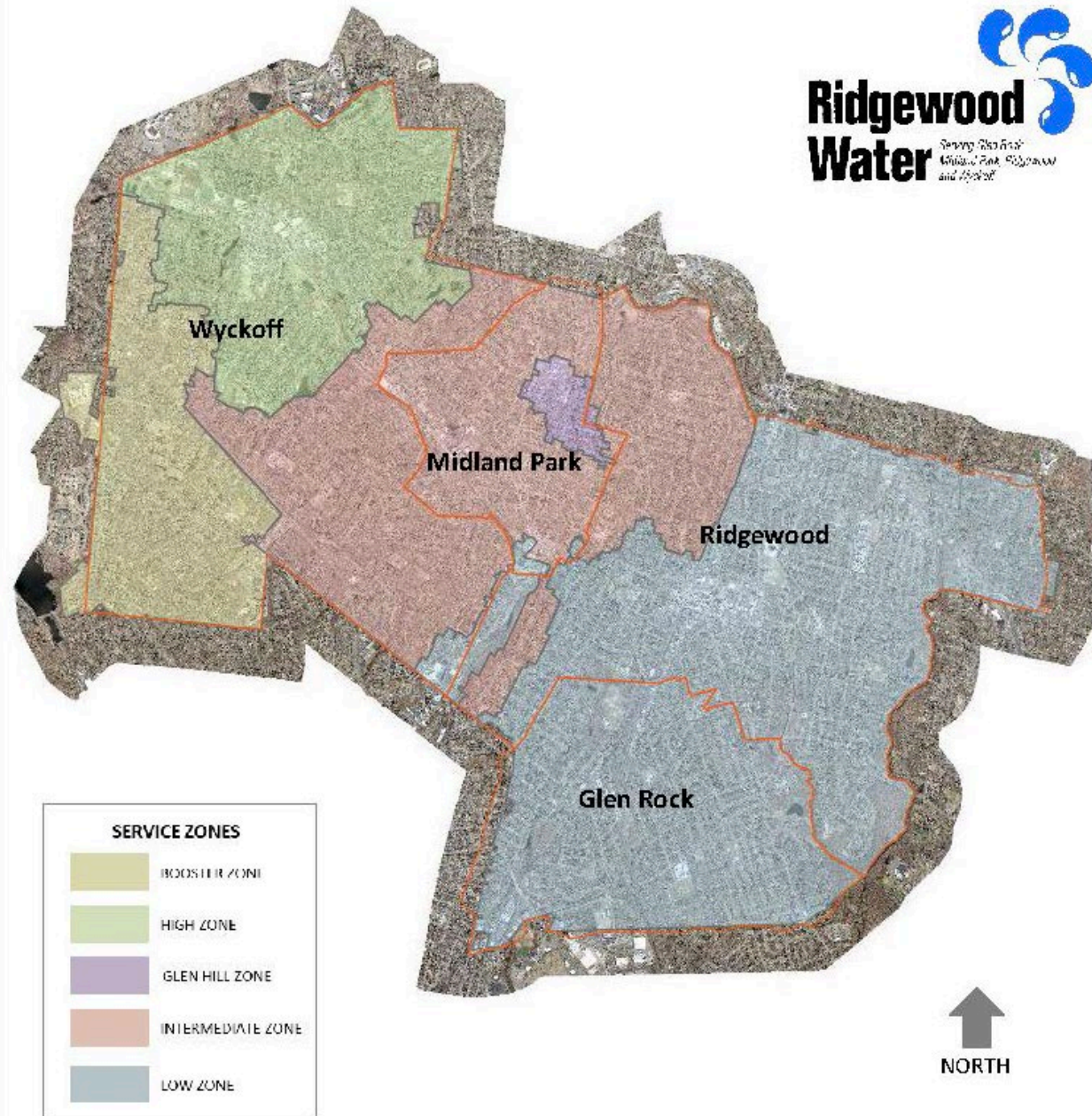
Borough of Glen Rock, Borough of Midland Park, Village of Ridgewood, Township of Wyckoff

- **Drinking Water Source:**

- 53 confined aquifer wells
- historically 31 point of entry treatment facilities
- Supplemental sources: *Passaic Valley Water Commission (PVWC), Borough of Hawthorne, Veolia Water*

- **Consolidation of Treatment:** 12 points of entry with new PFAS Treatment Facilities

- **Supply range:** 4 to 15 MGD (seasonal variation)



SERVICE AREA MAP



Ridgewood Water

LSLR Program *(since Jan 2024)*

400+ M-Cs replaced
200+ C-Bs replaced

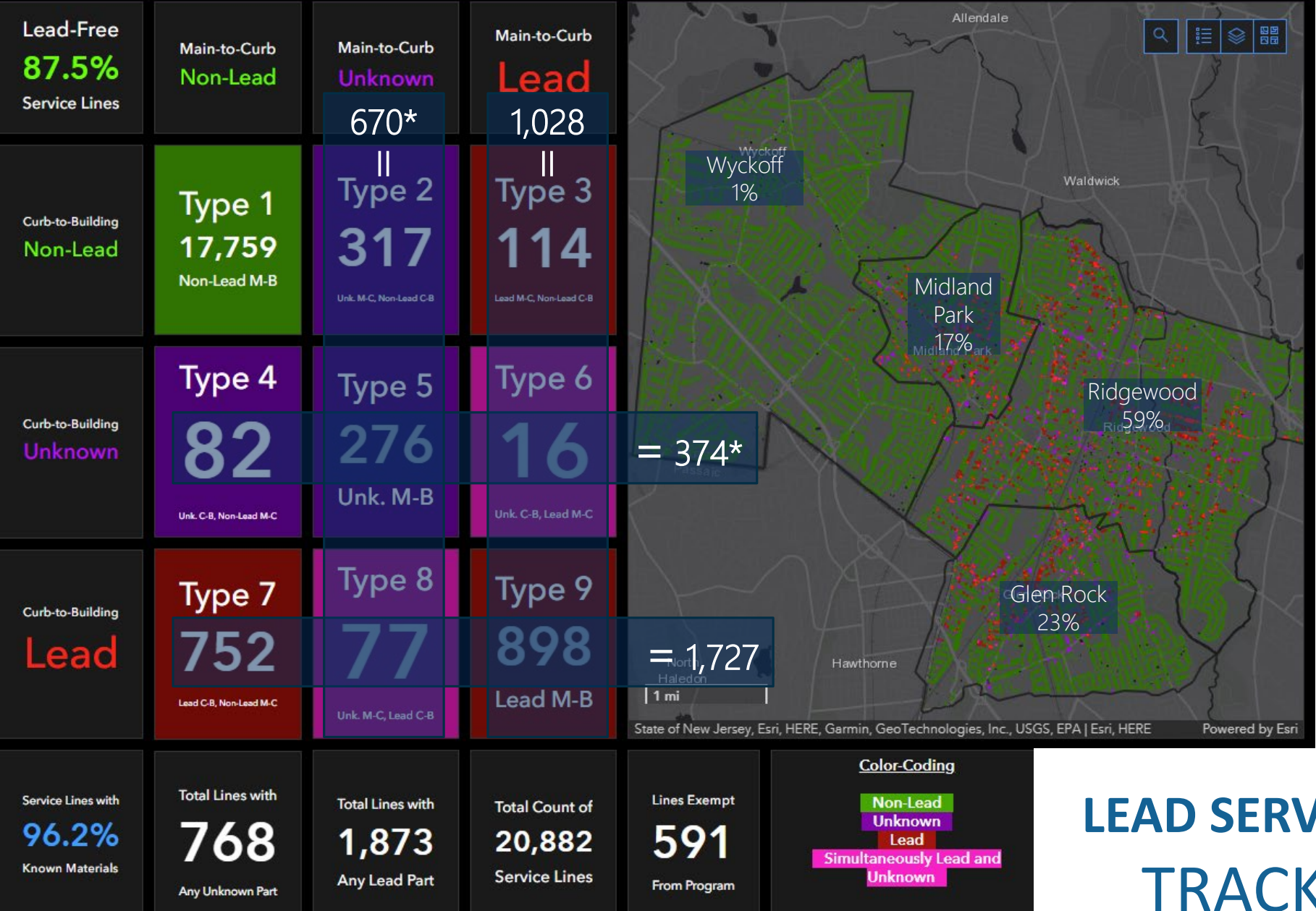
Total M-C LSLs remaining: 1,028

Total C-B LSLs remaining: 1,727

Total M-C Unk remaining: 670*

Total C-B Unk remaining: 374*

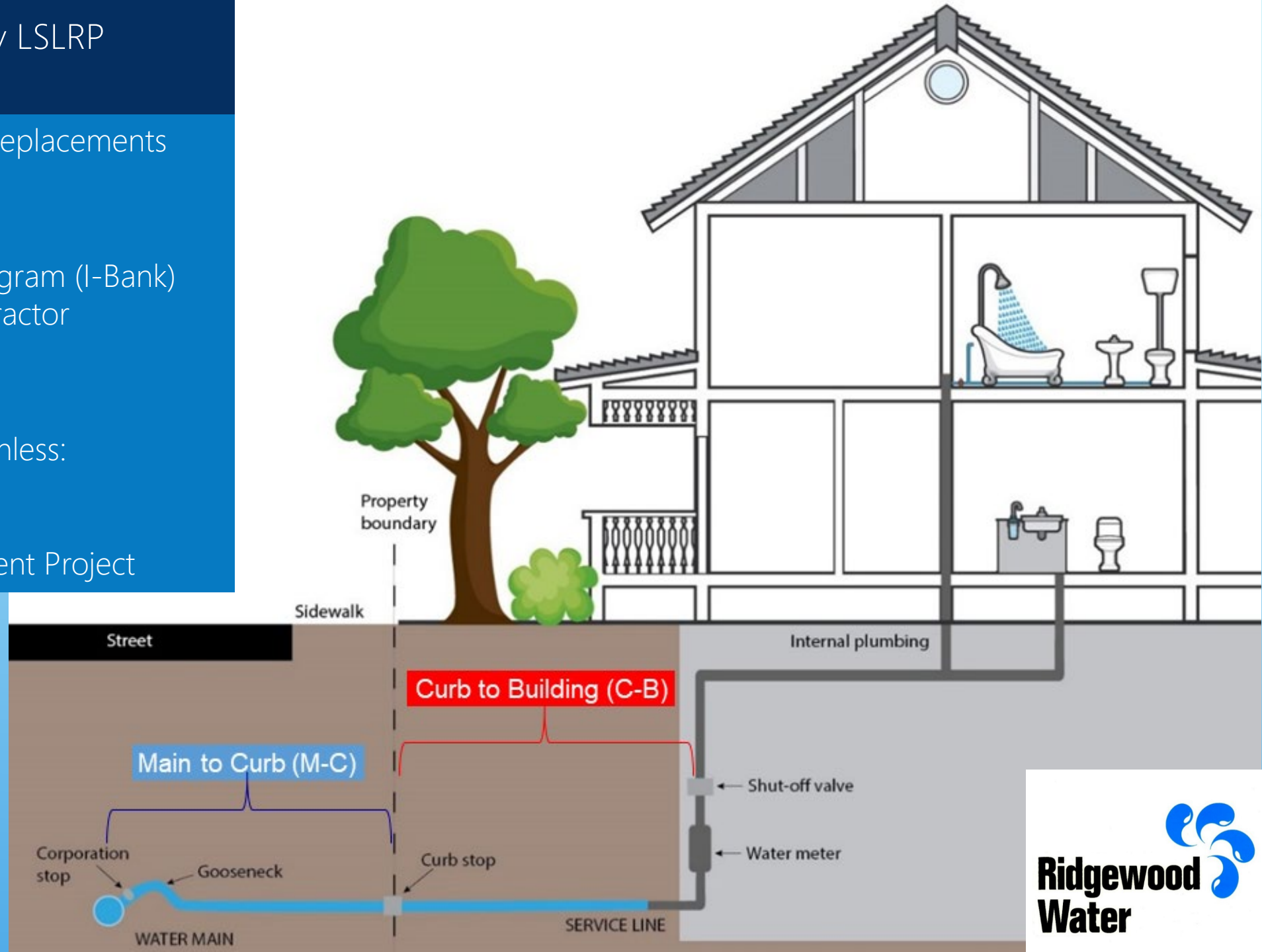
*250 Test Pit Locations Oct-Nov 2025
not accounted for here



LEAD SERVICE LINE DASHBOARD TRACKING PROGRESS

Ridgewood Water: Voluntary LSLRP General Guidelines

- I. Main to Curb Only LSLs – Replacements ongoing by RW crews
- II. Curb to Building LSLs
 1. Opt-in to RW LSLR Program (I-Bank)
 2. Replace with own contractor
 3. No Action
- III. Main to Building LSLs
RW cannot replace M-C, unless:
 1. Customer replaces C-B
 2. Leak
 3. Part of Main Replacement Project



PURPOSE AND NEED: NON-SRF FUNDED PROJECTS

Unanticipated surge in Customer-initiated service line replacements = Surge in M-C Replacements!

- January/February 2024
- Public Outreach / LSLR Plan for I-Bank (SRF) Program
- LSL Property address lists publicized
- Hundreds of customers choosing to self-replace in the first year
- Ridgewood Water crews over-extended
- 45-day list available but not ideal
- Immediate need for outside contractor support and associated funding

PURPOSE AND NEED: NON-SRF FUNDED PROJECTS

Local Plumbing Contractors are a vital part of achieving the goal of eliminating all lead and galvanized service lines by 2031.

- May not bid on the large-scale SRF projects which require substantial administrative and labor personnel
- Strong ties to the community & personally invested in the work
- Locally based => available on short-notice
- Familiar with the local water utility's specs
- Help spread the word about LSLs, help get more residents on-board
- Fill the gap between residents participating in SRF-LSLRP and those who want to self-replace

1st Non-SRF Project (2024)

- Main to Curb (M-C) Replacements when homeowner initiates Curb to Building (C-B) Replacement
 - Alternative to RW Crews
 - Opportunity for efficiency - replacing both sides same day
- Village Council Resolution
- \$250K immediate funding, NO BID
- Able to use approved local plumbing contractors on demand (e.g. BRUTE)
- If non-vetted contractor replacing C-B, use of approved plumbing contractor for M-C
- Able to share the work among several contractors

RW CHALLENGES: Maintaining schedule for inspections by RW Staff, Monitoring funding stream with multiple contractors doing the work



RESOLUTION NO. 24-149

WHEREAS, Ridgewood Water has a need to provide immediate funding to support an unexpected demand in lead service line replacements initiated by property owners in the service area of Ridgewood, Glen Rock, Midland Park, and Wyckoff; and

WHEREAS, NJ Bill A5343/S3398," P.L.2021, c. 183. requires municipal water utilities to facilitate the replacement of all lead service lines in their service area by 2031; and

WHEREAS, NJ Bill A5343/S3398," P.L.2021, c. 183. does not allow the customer-side of a lead service line to be replaced without also replacing the utility-side within 45 days; and

WHEREAS, disturbing a portion of the lead service line by replacing the customer-side, without replacing the entire length including the utility-side, creates greater risks of lead contamination to the properties' water supply, therefore endangering public health; and

WHEREAS, the timing for the need of such emergent funding prevents Ridgewood Water from obtaining bids in accordance with NJ State Statutes and thereby procure services to meet the service needs of property owners; and

Res. No. 24-149

Page 2

WHEREAS, at its discretion, Ridgewood Water intends to immediately procure the services of a Contractor to replace the utility-side lead service line concurrently with the replacement of the customer-side lead service line; and

WHEREAS, Ridgewood Water maintenance crews will provide support and inspection services to oversee such work; and

WHEREAS, remaining lead service line replacements that are not completed by Ridgewood Water crews or private contractors will be completed during the planned Lead Service Line Replacement Program, beginning in 2025, and will be funded through associated I-Bank loans.

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Ridgewood as follows for the period of 6 months following the approval of this Resolution:

- 1) The Ridgewood Water Utility is hereby authorized to purchase private contractor services to replace utility-side lead service lines; and
- 2) That said contractors will meet Ridgewood Water's minimum requirements for the related work; and
- 3) That the emergency purchase will not exceed \$250,000; and

BE IT FURTHER RESOLVED that funding for this emergency purchase is available in the Water Utility Capital Budget under account number W-06-55-607-160.

meeting of the
24.

Paul Vagianos
Mayor

Beth A. Mailander
Beth A. Mailander
Village Clerk

2nd Non-SRF (2024-2025)

- Main to Curb (M-C) Replacements
- Publicly BID: Goods & Services Contract
- Allocated \$200K from Capital Budget
- One Contractor – low bidder
- Focus: M-C where C-B already copper*

**Lesson Learned: Maintaining schedule for inspections by RW Staff, Work on recently paved roads not expected by DPWs*

3rd Non-SRF (2025-2027)

- M-C Replacements
 - Only for locations initiated by customer
 - Short response time required
 - Goal: same day replacement, both sides
- Publicly BID: Goods & Services Contract
- Allocated \$200K from Capital Budget
- One Contractor – low bidder
- Added Option to renew contract 2 add'l years

RW CHALLENGES: Increased coordination required between contractors, sharing space on residential streets

4th Non-SRF (2028-2030)

- M-C Replacements
- Publicly BID: Goods & Services Contract
- Allocated \$ from Capital Budget
- One Contractor – low bidder
- Focus: any remaining M-C replacements

RW CHALLENGES: Satisfying annual NJDEP replacement goals

NON-SRF FUNDED LSL REPLACEMENTS

Joint M-C and C-B Replacements - Project Coordination

- **C-B Contractor:**
 - Coordinates schedule with Homeowner and Ridgewood Water
 - Obtains Plumbing Permit, Sidewalk/Road opening permit, if applicable
 - Orders Utility mark-outs
- **M-C (Ridgewood Water or current on-call Contractor)**
 - Responsible for scheduling Police detail / Traffic control, if applicable
 - Orders Utility mark-outs
- **Ridgewood Water:**
 - Responsible for Town or County Road Opening Permit
 - Responsible for Infrared asphalt pavement restoration, if needed

Lesson Learned. Ideally, an Ordinance/Resolution would be adopted allowing approved Contractors to replace the M-C side when a customer initiates the C-B side.

ANALYSIS: SRF VS NON=SRF PROJECTS

NJ State Revolving Fund (SRF) Projects / IBank Projects	Local Water Utility Funded Projects / Goods & Services Contracts
Project Initiation = 2 Years	Project Initiation = 4 Months
Full Time Inspection Services (\$\$)	Inspections on-demand by Ridgewood Water Staff
Contract Management Services (\$\$)	Contract Managed in-house
Bid Specification Package = 600 pages	Bid Package = 60 pages
LSL Replacement Cost to Customer => <i>lower (typ.)</i>	LSL Replacement Cost to Customer => Market Rate
Material/Product Compliance (AIS, BABA)	Materials/Products as approved by Utility

Project Initiation: Time from project inception to breaking ground / replacing LSL



BRUTE CONTRACTING INC. & RIDGEWOOD WATER

STRONG PARTNERSHIP AND COMMUNITY TRUST

A PROVEN PARTNERSHIP BUILT ON COMMUNICATION, PROFESSIONALISM, AND SHARED GOALS.

What Homeowners Appreciate

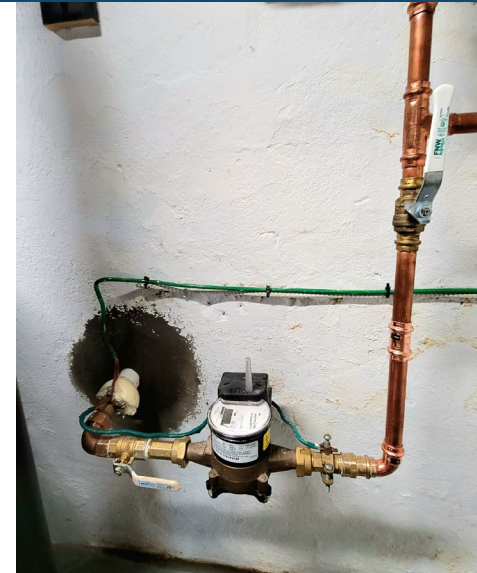
- Clear communication and aligned efforts from both parties
- Respect for property boundaries & landscaping
- Smooth scheduling and coordination

What Makes the Partnership Strong

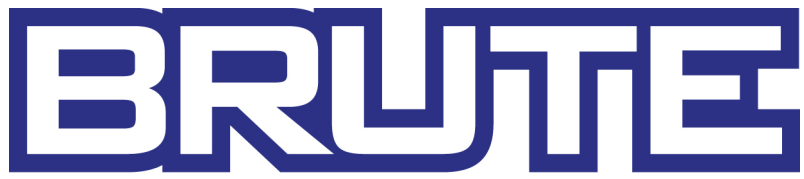
- Consistent SOP on every job
- Shared commitment to safety and overall quality
- Mutual trust built through years of successful replacements

Result:

A reliable, professional, and positive experience for Ridgewood Water customers.



BRUTE
CONTRACTING INC.



CONTRACTING INC.

BRIDGING THE GAP BETWEEN RIDGEWOOD WATER & HOMEOWNERS

- Serve as the on-the-ground liaison between Ridgewood Water and property owners
- A trusted source for homeowners that opt-out or decline from in-town programs
- Translates technical requirements to property owners
- Understands the homeowner demographic within the Ridgewood Water service area
- Markets to homeowners looking to replace LSL outside of Ridgewood Water programs



OUR PROCESS

Setting Proper Expectations:

- Provide a clear, well-defined scope of work
- Set a timeline as to when work is to be completed

Execution:

- Utilize trenchless methods (line moling) of installation
- Minimal property disturbance
- Crews that demonstrate respect for homeowners and their homes
- Conduct clean and safe work areas

Completion:

- Handles local ordinance compliance and manages inspections through completion
- Ensure a safe and compliant replacement of all lead service lines.



THANK YOU!

Yolanda McCollom
ymccollom@ridgewoodnj.net
201-670-5500 ext. 2283

Ridgewood Lead Service Line Replacement Program
<https://leadreplacement.ridgewoodnj.net/>



Daniel Radici, Owner
danielr@brutecontracting.com
201-447-0721
www.brutecontracting.com



PLANNING & DELIVERING A CUSTOMER-FOCUSED LEAD SERVICE LINE REPLACEMENT PROGRAM

Hetal K. Mistry, P.E., MBA, PMP
Program Manager



New Jersey Utility

Service Territories

Three operational areas:

- North
- Highlands
- Mid-State



\$393 million in revenue; \$1.7 billion in managed assets



Serving more than 1 million residents in 81 municipalities Pumping an average of 128 MGD



95% water: 59 plants, 5 reservoirs, 88 wells, 49 storage tanks
5% wastewater: 9 plants



498 employees



More than 2,920 miles of water mains





GETTING THE LEAD OUT

More than 16,000 lead service lines have been replaced in 60 municipalities across NJ

Continued improvements to corrosion control at facilities statewide to maintain levels well below regulatory limits

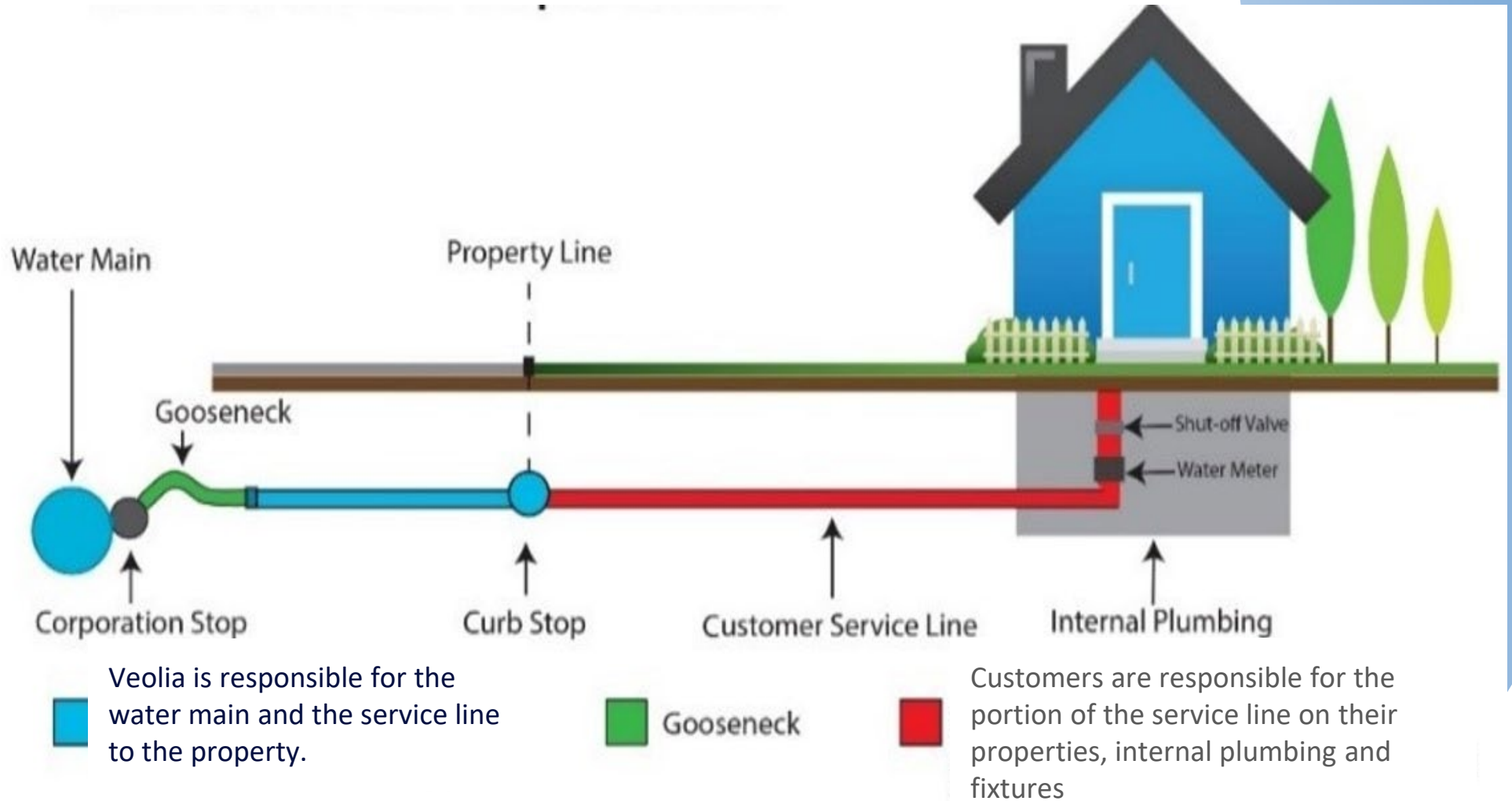
NJ LEAD LEGISLATION

New Lead Legislation Signed Into Law 7/22/21

- P.L.2021, c.183
- Identification of Unknown Service Line Materials by 2031
- 10% Of Lead Inventory Must Be Removed Annually
- All Lead Service Lines Must Be Replaced By 7/22/31:
 - Lead
 - Galvanized
 - Lead Gooseneck, Pigtail, or Connector
- Customer-side Lead Replacement Responsibility of Water Utility
- Lead Inventory Made Public
- Owner Notification of Lead Service Line Presence
- No Partial Replacements



WATER SERVICE LINE RESPONSIBILITIES



WHAT'S IN A SERVICE LINE?

Lead



A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will *not* cling to lead pipes.

Galvanized



A dull, silver-gray color. Use a magnet - strong magnets *will* typically cling to galvanized pipes.

Copper



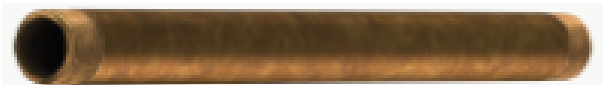
The color of a copper penny.

Plastic



White, rigid pipe.

Brass



Dark reddish brown to a light silvery yellow color. Older pipes may be corroded and may contain lead.

Lead or galvanized steel service lines and lead goosenecks (typically connected to brass) must be replaced



LSLR PROGRAM OVERALL APPROACH

Number of Lead Services

Uniformity

Customer Program

- Previously Verified Lead on Customer-side
- In-Home Inspection

Predictive Modeling

- Classifying unknowns as non-lead

Road Program

- Coordination with Municipal and County Roadway Work

Targeted Program

- Not in the Road Program and not under moratorium
- High number and/or density of lead locations
- Can be based on probability of finding lead

Targeted Program vs. Road Program

- Integration with Customer Program



LSLR PROGRAM DETAILS



RESOURCES

Internal

- Transmission & Distribution

External Partners

- Contractors
- Plumbers
- Consultants

Dig & Determines

- At Curb Box
- Water Service Line Materials of Construction

Service Line Replacements

- Utility-side
 - Internal team
 - Contractors
- Customer-side
 - Contractors
 - Plumbers

Full/Joint

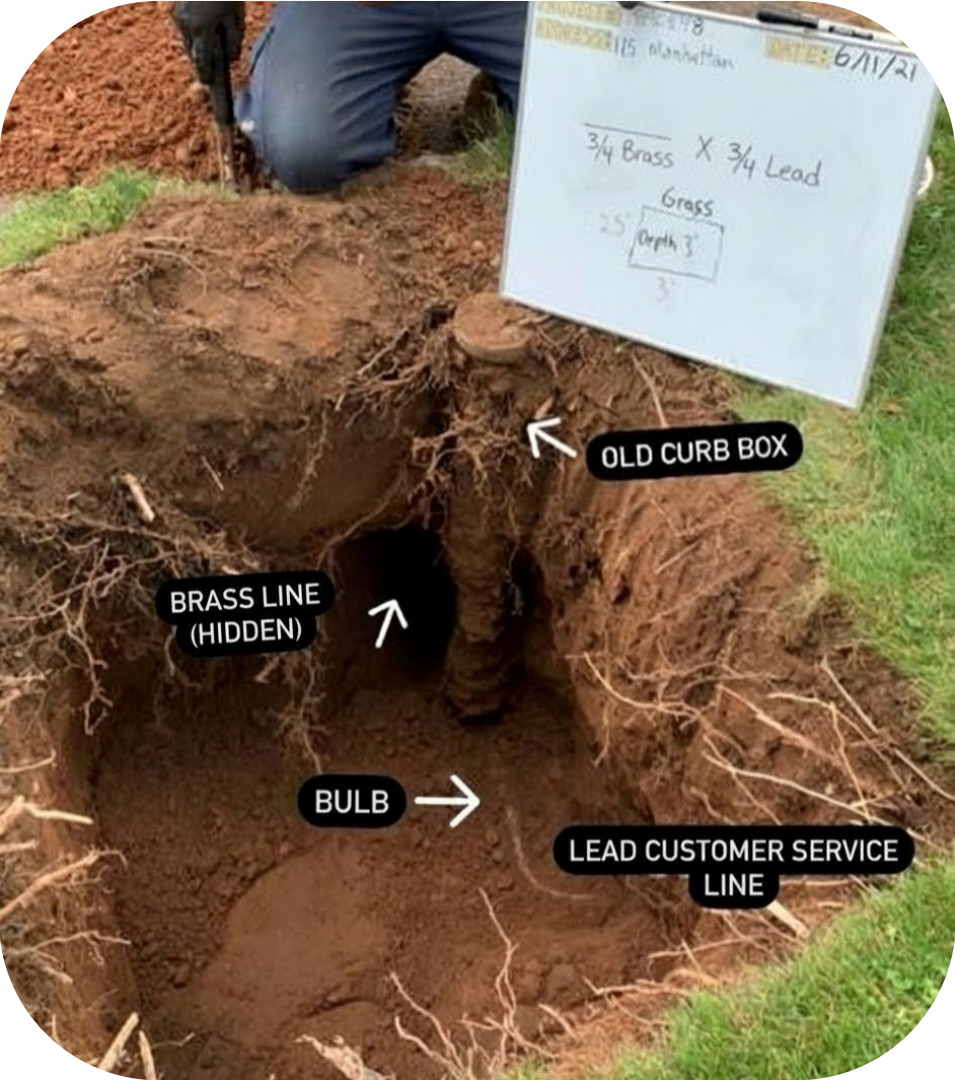
- Water main to water meter

Main Replacements

Relocations

- Interferences/obstructions

DIG & DETERMINES



CUSTOMER PROGRAM

Previously verified lead on customer-side

In-Home Inspections

- When non-lead on Veolia side
- Verify Lead Inside
- Identify Unknowns

Our Process

- Incorporate with Road and Targeted Programs
- If within Road Program (time constraints) proactively provide Opt-In Notice to customer
- Ensure property owner/authorized signatory signs opt-in notice



Opt-In Notice #2011

CONFIRMATION FORM

PROPERTY OWNERS, please return this completed form to Veolia Customer Service, 69 DeVoe Place, Hackensack, NJ 07601 or by email: NJRegulatedLeadandCopperGroup@veolia.com

CHECK ONE:

____ Yes - I would like Veolia to replace the portion of the service line that I own for free. After we receive this signed notice, we will schedule an appointment for an assessment of the project. We will need access to your home to complete the new connection and the work will require some excavation outside, which we will repair in-kind. After the replacement, you will need to run water in your home to flush out any particles that were disturbed during the removal of the lead line.

____ No - I decline to have my portion of the service line replaced at this time. I understand that if Veolia replaces the Veolia-owned portion of the service line, there may be a temporary increase in lead in the drinking water related to this replacement process. I understand the health risks associated with having a lead service line and do not hold Veolia accountable for any future health-related concerns that may result from my lead service line.

____ Printed Name of Property Owner _____ Signature of Property Owner _____

____ Date _____ Daytime Telephone Number _____

____ Email Address _____

____ Property Address _____ City, State, Zip _____

____ Veolia Work Order Number: _____

Program Type: ☐ Road Paving ☐ Targeted ☐ Other _____

LEAD INSIDE YOUR HOME?

As part of Veolia's project to remove all the lead from the system, we need to inspect the water meter inside your home to determine if you are served by a lead service line.

If your line is lead, we will replace it at no cost to you.

Our authorized contractor, will be knocking on your door and wearing a Veolia badge with a photo. Please allow our representative access to the meter.

If you would like to schedule a visit, please call **800 313-7966**

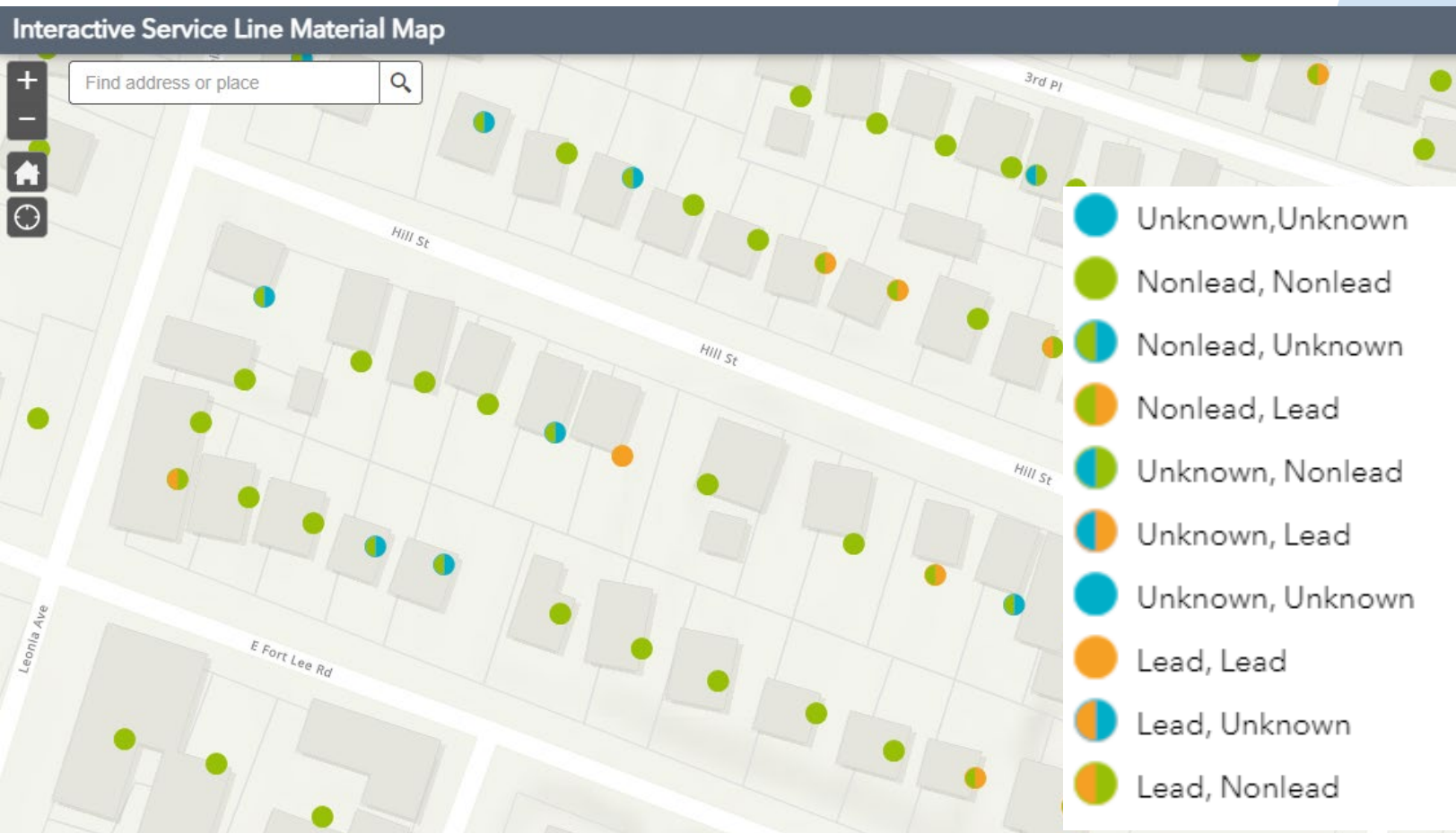
These measures are essential to ensure the best water quality for you and your family.

Thank you!

Veolia
200 Lake Shore Drive, Haworth, NJ 07450



TARGETED PROGRAM



Combines probability of finding lead with a street-by-street approach

- **Maximize contractor efficiency**
- **Selection criteria:**
 - Street-based targeted locations (high probability)
 - Supplement with all remaining lead inventory locations on same street
 - As lead inventory decreases, supplement with all remaining locations in town

ROAD PROGRAM

- Coordinate lead replacements with municipal paving programs
- Prioritize targeted locations to complete before paving commences
- Eliminates final surface restoration costs
 - Negotiation/cost share sometimes necessary
 - Increases lead replacement crew availability
- Eliminates the possibility of a leaking lead services due to vibratory compaction



LSLRP PLANNING

GENERAL WORK FLOW PROCESS



CONTRACTOR DIVERSIFICATION



Why Multiple Contractors?

- Time constraints
- Minimize risk
- Increased crew availability to maximize productivity to achieve target
- Award to M/WBE
- Contractor presence increases public awareness & participation in LSLRP

MUNICIPAL RELATIONS

- **Curate good working relationships**
- **Develop go-to contacts**
- **Maintain clear and consistent communication**
- **Leverage consultant/contractor relationships with municipality**
- **Be open to negotiation**



CUSTOMER LEAD REPLACEMENTS

Customer/Joint Replacements

- **Require Material Verification to Determine Eligibility**
 - Customer Only Replacement
 - Full/Joint Replacement
- **No Partial**s - Requires Customer Opt-In
- **Coordination Needed Between Customer, Contractor, and Municipal Plumbing Official**



CUSTOMER COMMUNICATIONS

Customer Notification

- Pre-construction
 - In-home inspection door hanger
- During construction
 - Opt-in/opt-out
 - Field result letter
- Post construction
 - “We’ll Be Back” restoration door hanger

Customer Service

- Customer feedback
- Customer education



SITE RESTORATION

Temporary Restoration

- **Roadway**
 - Stabilized base course material to Grade
- **Behind Curb**
 - Landscaping
 - Concrete sidewalk
 - Driveway apron

Final Roadway Restoration

- Methods
 - Infrared restoration
 - Concrete subbase & roadway
 - Milling and paving

Know Town Ordinances

Targeted Program Only

Manage Customer Expectations

Seasonal Constraints



DATA MANAGEMENT

Opt-in notice tracking

Lead replacement metrics

- Joint/customer replacements
- Crew productivity (# of dig & determines/service line replacements)
- Validation of data using different sources
 - Consultant data (Survey 123)
 - Contractor data (Work Order Log)
 - Customer-supplied photos

Invoice tracking & forecasting

Work order management (HxGN)

- Inspection reports

Road program and moratorium tracking



Sheets



ArcGIS

KEY TAKEAWAYS

- Collaborate regularly with the towns you serve
- Proactively manage customer expectations
- Regularly verify the accuracy of contractor & consultant data
- Clearly establish scope of work & fee with contractor
- Streamline interdepartmental coordination
- Maintain contractor engagement with a steady stream of work
- Provide program training to all stakeholders

ACKNOWLEDGEMENTS



Veolia Internal Departments

- **Operations/T&D**
- **Customer Service**
- **External Affairs**
- **Communications**
- **Water Quality**
- **Procurement**
- **Meter**

Partner External Contractors

- **J. Fletcher Creamer & Sons, Inc.**
- **Montana Construction**
- **DewCon Contracting**
- **Joseph M. Sanzari, Inc.**
- **ConQuest Construction**
- **Lanzo Plumbing & Sewer**

Partner External Consultants

- **Boswell Engineering**
- **Mott MacDonald**
- **Neglia Engineering**



Questions?

Hetal.Mistry@Veolia.com

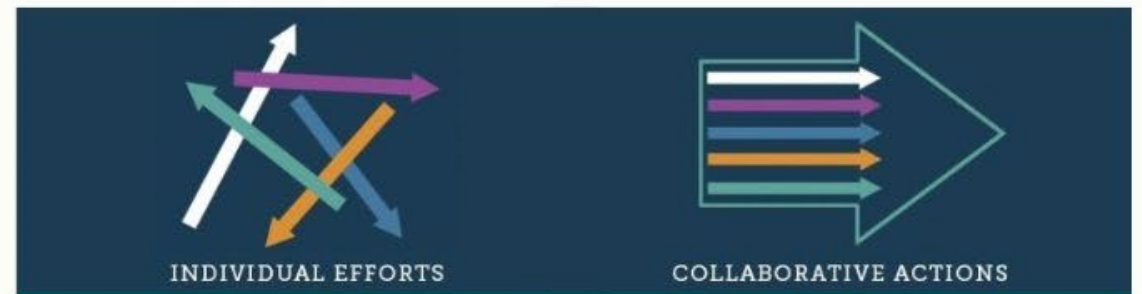




JERSEY WATER WORKS

Smart infrastructure. Strong communities.

THANK YOU! STAY INVOLVED!



www.jerseywaterworks.org
info@jerseywaterworks.org



#njwater25