



Tulsa True Reads

Citywide Automatic Meter Reading and
Service Line Inventory Project

Public Works Committee Meeting October 16, 2024



Project Overview

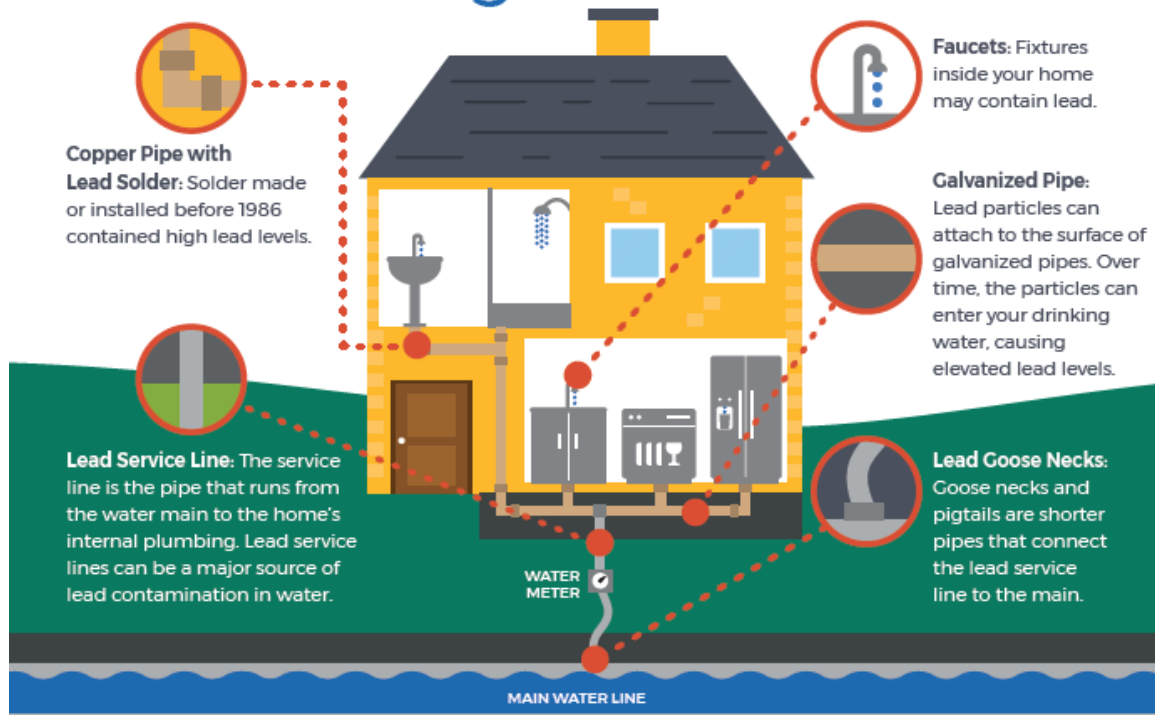
- 3 projects in conjunction for all small and residential customers
 - Automated Meter Reading (AMR) meter replacement
 - Meter box replacement
 - Service line inspections to find and remove lead material
- Start - January 16, 2024





CONCERNED ABOUT LEAD IN YOUR DRINKING WATER?

Sources of **LEAD** in Drinking Water



Why Now?

- AMR technology has improved
- Staffing vacancies/increased bill estimates
- New federal regulations require water systems to find and remove sources of lead

Project Update



9,787 AMR Meters Installed



10,110 Service Lines Inspected



6% Project Complete – Estimated Completion - 2028

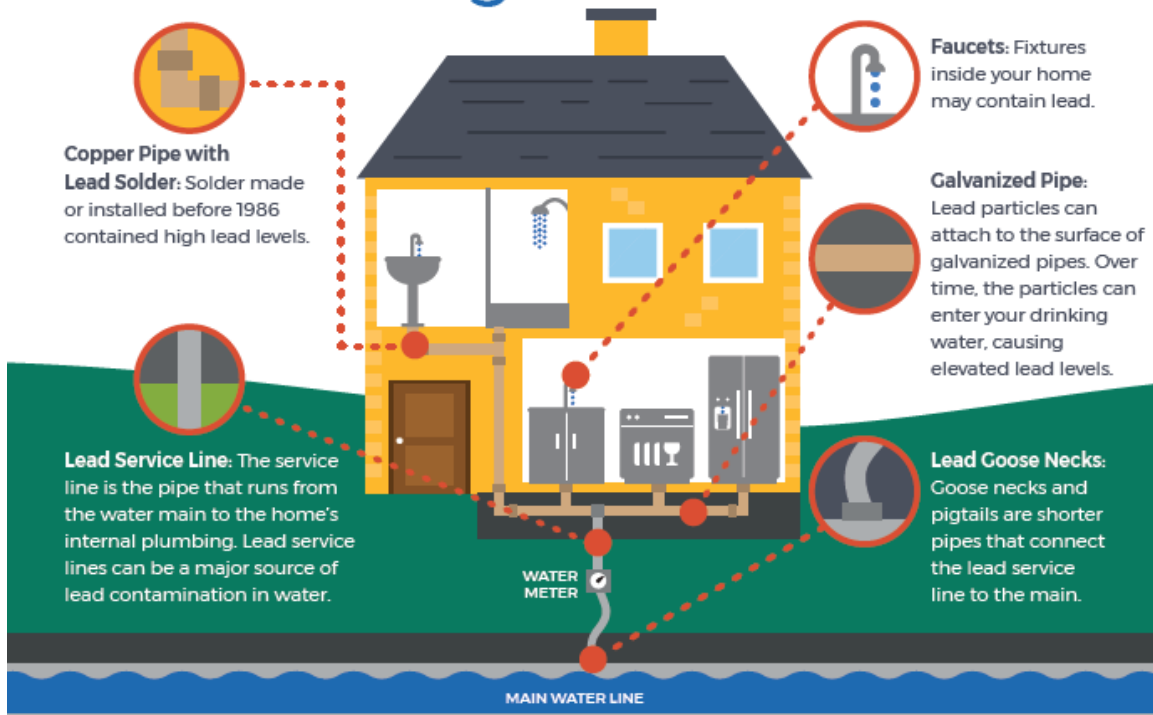
Benefits Gained – AMR Installation

- **Meter reading efficiency**
 - 500 AMR meters = 1 full day manual meter reading
 - 5 routes analyzed - 75% overall reduction in staff time
 - Example - U8 Meter Route
 - >300 meters in queue, very spread out, difficult to read
 - Before AMR – minimum of two full days to complete
 - After AMR – at most 2-3 hours to complete
- **Data management and accuracy**
- **Employee safety and morale**



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Lead Service Line Inventory

- Submit material type for ALL services
 - Customer side material
 - Utility side material
- **Material Classifications**
 - Lead
 - Galvanized Requiring Replacement
 - Non-Lead
 - Lead Status Unknown

Deadline - October 16, 2024

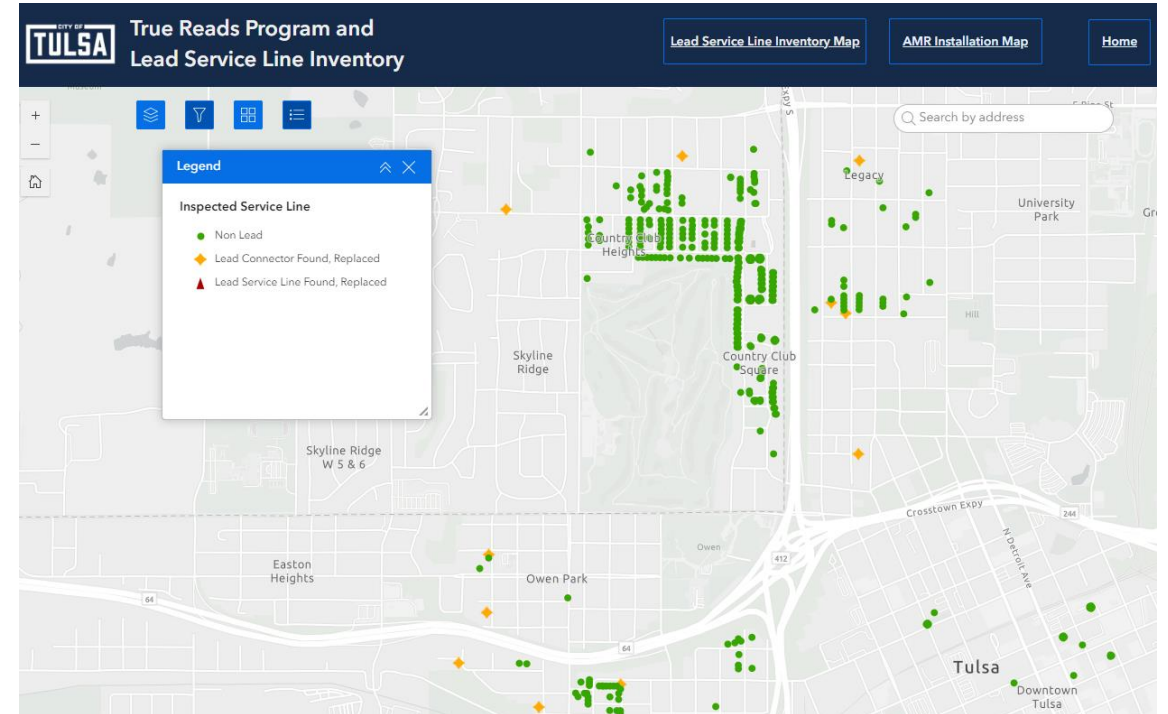
LSL Inventory Summary

- **As of 10/01/2024**
 - Lead – 0
 - Galvanized Requiring Replacement – 0
 - Non-lead – 33,838
 - Unknown – 128,504
 - Lead Connectors – 191
 - *Connectors are NOT service lines*
- **Total – 162,342 services**



Lead Service Line Inventory

- Inventory must be made publicly available
 - Online for systems serving >50,000
- <https://maps.cityoftulsa.org/truereads>
- Information is updated daily as service lines are inspected



Lead Service Line Inventory

- Mailed Notifications
- Regulatory Requirement
 - Any customer served by a lead, galvanized requiring replacement or unknown service line
 - Mailed within 30 days of the completion of the inventory and annually thereafter
 - Any time a customer starts service at a new address



IMPORTANT INFORMATION ABOUT YOUR SERVICE LINE

Service Line Consumer Notice: Unknown Service Line

PWS Name: City of Tulsa
PWSID: OK1020418
Reason for Notification: New Service Initiation

Your property may be served by a service line of **UNKNOWN** material. Although unlikely, it is possible it may be lead; so, it is important to understand that lead can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what the City of Tulsa is doing to identify service line material and reduce lead in your drinking water.

It is important to determine service line material. It is the City of Tulsa's ongoing mission to provide residents the highest quality water and sewer services. As part of the True Reads city-wide meter replacement project, installers are identifying service line material to ensure our system is free of lead pipes. Beginning in January 2024 and taking an estimated 4-5 years to complete, the documented service line material is available to the public at <https://maps.cityoftulsa.org/truereads>. Results are updated daily as work is completed.

What are the health effects of lead?

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and

away, of materials containing lead in household plumbing and the water distribution system, such as the pipes that connect your house to the water main (service lines). Lead solder and plumbing fixtures, such as faucets, within your home/building may also contribute to lead in your drinking water.

Steps you can take to reduce your exposure to lead in your drinking water:

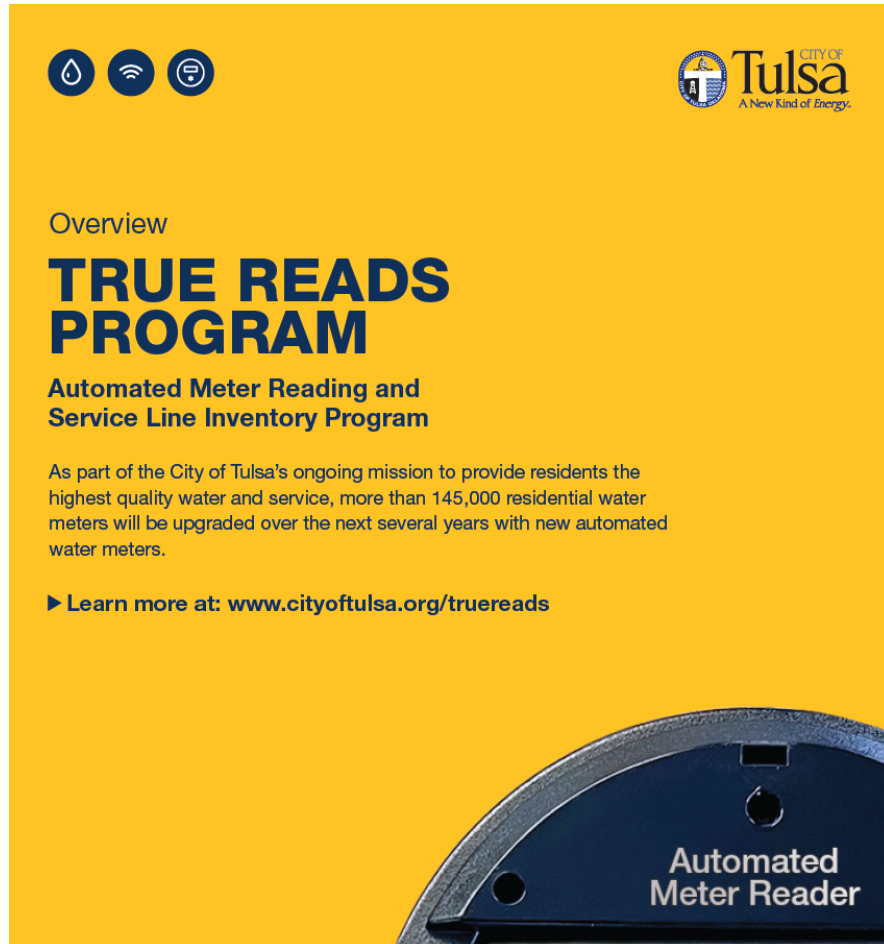
Although we are taking action to reduce lead levels, elevated lead level may also be due to conditions unique to your home, such as the presence of lead solder or brass faucets, fittings, and valves that may contain lead. There are actions you can take to reduce exposure. We strongly urge you to take the steps below to reduce your exposure to lead in drinking water.

- **Run your water to flush out lead.** If water has not been used for several hours, run water for 30 seconds to 2 minutes until it becomes cold or reaches a steady temperature before using it for drinking or cooking.
- **Use cold or bottled water for drinking, cooking, and preparing baby formula.**
- **DO NOT boil water to remove lead.**
- **Identify and replace your plumbing fixtures that contain lead and/or lead solder.**

Lead Service Line Inventory

- **Letter content includes:**
 - Material classification of the property service line
 - Steps our utility is taking to identify service line material and reduce lead in drinking water
 - Health effects of lead
 - Explanation of how lead enters the drinking water
 - Steps homeowners can take to reduce exposure to lead in drinking water
 - Information on free lead testing for utility customers

Customer Resources



The graphic features a yellow background with three circular icons (water drop, Wi-Fi, and a meter) in the top left. The City of Tulsa logo is in the top right. The text includes 'Overview', 'TRUE READS PROGRAM', 'Automated Meter Reading and Service Line Inventory Program', a paragraph about the program's mission, and a link to learn more. At the bottom, there is a close-up image of an automated meter reader with the text 'Automated Meter Reader' overlaid.

Overview

TRUE READS PROGRAM

Automated Meter Reading and Service Line Inventory Program

As part of the City of Tulsa's ongoing mission to provide residents the highest quality water and service, more than 145,000 residential water meters will be upgraded over the next several years with new automated water meters.

► Learn more at: www.cityoftulsa.org/truereads

Automated Meter Reader

Map

- <https://maps.cityoftulsa.org/truereads>

Website

- www.cityoftulsa.org/truereads

Customer Care

- Phone: 311 or 918-596-2100
- Email: tulsa311@cityoftulsa.org

THANK YOU

