

# leading the way

- removing lead
- protecting health
- revitalizing communities



A Service of The City of Cincinnati

GREATER CINCINNATI  
WATER WORKS

WINTER 2022

## The GCWW Emergency Rental Assistance Program Provides GCWW Utility Bill Assistance for City of Cincinnati Tenants

**Greater Cincinnati Water Works (GCWW) is pleased to announce a new Emergency Rental Assistance (ERA) Program. This new assistance program provides funds for GCWW utility assistance for eligible tenants residing in the City of Cincinnati. The funds will pay water, sewer, and stormwater charges. Any accrued charges during March 2020 or after (the start of the pandemic) are eligible to be paid with these funds.**

Tenants residing in the City of Cincinnati can access the ERA application by visiting [Assistance.myGCWW.org](https://Assistance.myGCWW.org). Renters can also call 513.591.7700 to receive assistance from the call center to complete an application. Tenants must qualify by completing an online application and certifying that their household income is at or below 80% of Area Median Income (AMI). If eligible customers have balances prior to March 2020, those charges will not be paid with these funds. However, customers can enroll in a flexible payment plan through the PromisePay Portal at [GCWW.promise-pay.com](https://GCWW.promise-pay.com).



Customers who have paid their accounts and/or have an active payment plan on their GCWW account(s) and keep up with their current charges will be removed from the delinquency/shutoff process. At this time, the delinquency/shutoff process will resume on April 1, 2022.

Renters not residing in Cincinnati city limits but living in Hamilton County can visit [erap.hcjfs.org](https://erap.hcjfs.org) for utility assistance.



GREATER CINCINNATI WATER WORKS  
**EMERGENCY RENTAL ASSISTANCE**  
*for City of Cincinnati residents*



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GREATER CINCINNATI  
WATER WORKS

## Restoration After a Lead Service Line Replacement

**After a Lead Service Line Replacement happens, restoration must take place.**

### Temporary Restoration:

After GCWW completes the work, temporary restoration will be performed to ensure the safety of the area. For street, curb, sidewalk, and driveway aprons, this is done with asphalt or gravel. Grass areas will be temporarily filled with gravel backfill.

### Marked Areas:

GCWW will mark the extent of the street, curb, sidewalk, and driveway apron areas that are to be restored in pink paint. Grass areas are not marked. All permanent/final restoration will be done at a later date.

### Driveway Access:

If your driveway apron is to be restored, the GCWW contractor will notify you approximately 24 hours in advance. You will not have access to your driveway during the restoration. Driveway access is restricted for 24 hours after restoration to give the concrete time to set.



### Final Restoration:

Final restoration will be done by a GCWW contractor:

- Work done May – October should be completed within 60 days.
- Work done November – April (winter work) should be restored no later than June 15 (May 15 for topsoil).

It's important to note, that winter work's end of the season varies. It is based upon the weather and when the asphalt plants close. Yard restoration and seeding occurs in the spring, as applying grass seed in the winter will not allow the seed to germinate.

Also, GCWW does not restore damaged areas outside the right-of-way not directly caused by the work. GCWW is not responsible for non-structural items damaged inside the right-of-way. This includes, but is not limited to, flower beds, sprinkler systems, invisible pet fence lines, and trees.



## DID YOU KNOW?

**Effective July 28, 2017, landlords are required to inform prospective tenants in writing prior to tenant execution of a lease if the rental unit is serviced by a Lead Service Line.**

The City of Cincinnati prohibited the use of lead pipes for new private water service line connections in 1927. Water flowing from the treatment plant through the City-owned water mains is lead free.

However, where the service line between the main and home is made of lead, lead may enter the water when passing through the service lines. Before renting out units, landlords must disclose if the rental unit is known to be served by a lead service line.

Tenants should visit **Lead.myGCWW.org** for more information on lead service lines.

This *Disclosure of Lead Service Line Form* (found at **Lead.myGCWW.org**) is required for compliance with Cincinnati Municipal Code 871-12. A searchable map of lead service lines in the Greater Cincinnati Water Works service area can be found at **Leadmap.myGCWW.org**.

## LEAD SAMPLING KITS ANALYZED

**2020 (Sept-Nov)**

**198** 

**2021 (Sept-Nov)**

**332** 

*GCWW remains committed to providing customers with accurate and efficient testing of drinking water, and our crews follow all guidelines regarding COVID-19 safety protocols.*

## Prepare Your Water Pipes for Cold Weather

'Tis the season of snow, chilly temperatures, and the potential for frozen water pipes and meters. Below-freezing temperatures put a strain on your entire plumbing system, especially if it's cold for an extended period. Low temperatures can weaken the system and cause breakdowns. To help residents and business owners avoid the cost and headache of dealing with frozen

pipes, GCWW has a few helpful tips to prepare for -- and beat -- the freeze:

### **Protect outdoor pipes and faucets:**

In some homes, the outside faucet has its own shut-off valve in the basement, in addition to the shut-off valve for the entire house. If there is a separate valve for outside faucets, close the valve, remove hoses and drain the faucet. If there is no separate valve, wrap the outside faucets (hose bibs) in newspapers or rags covered with plastic.

### **Insulate indoor pipes or faucets in unheated areas:**

Pipes in internal, unheated areas such as the garage or crawl space under the house should be wrapped with insulating foam to prevent freezing. Wrap the entire length of the exposed pipe and cover all valves and pipe fittings. Avoid using electrical heat tape.

### **Close vents and doors:**

Ensure basement and crawl space vents, windows, and doors are closed tightly.

### **Seal cracks:**

Caulk around door frames and windows to reduce incoming cold air. Drafts and overlooked openings can quickly freeze exposed water pipes.

### **Open cupboard doors in the kitchen and bathrooms:**

Water lines supplying these rooms are frequently on outside walls. Leaving the doors open when the temperature is below freezing allows them to get more heat.

### **Let faucets drip in below-freezing weather:**

This will help keep an even flow of water moving through your internal plumbing system and prevent freezing.



### **GCWW customers must protect their water meter from being damaged as a condition of service.**

If the meter is underground, verify that the lid is not broken or missing. Unheated indoor meters should be protected with an easily-removable insulated box placed over the meter. If a water meter freezes and bursts, there is a charge associated with replacing the meter and restoring water service.

If your pipes do freeze and you can pinpoint the location of the freeze, one solution is to wave a hairdryer back and forth to apply slow, steady heat to the entire length of the pipe. Apply heat to the overall area -- not just one spot -- allowing the pipe to warm up slowly and prevent it from bursting. Never use an open flame.

Please take all the necessary precautions to avoid potentially hazardous situations.



## HONORING KATHY FREY

We are honoring and celebrating the life of Kathleen Frey, who worked as a Senior Administrative Specialist on the Greater Cincinnati Water Works Lead Service Line Replacement Program. Kathy passed away on November 13, 2021, after a lengthy illness. She started work at GCWW in 1996 and held various roles, including Customer Relations Representative, Senior Customer Relations Representative, and Administrative Technician. In 2012, Kathy was promoted to Administrative Specialist, and in 2014, she transferred to MSD. In 2016, she returned to GCWW, and by 2017, Kathy was promoted to Senior Administrative Specialist.

Working in her role on the Lead Service Line Replacement Team, Kathy's dedication was evident and on December 14, 2018, City Manager Patrick Duhaney presented her with the 2018 City Department Employee Appreciation Award. Afterwards Kathy said, "It is such an honor to be recognized today! Thank you for the opportunity to be able to assist external and internal customers every day, while making Cincinnati a healthier place to live – one service line at a time!"

Kathy enjoyed problem solving and working with customers to reduce their risk of lead exposure. She would often proclaim, 'helped another one' and would then explain how she worked with a customer to explain the risk of lead and help them complete the paperwork to replace their lead service line. Kathy really enjoyed her work and found joy in helping others. She was very proud to serve our community.

Kathy touched many lives and will be missed by many people. She would often talk of her family and was very proud of her children and absolutely delighted with her grandchildren. Kathy loved making art in her spare time, including painting, photography, drawing, and crafting. She was an avid stamp collector and spent many hours caring for her extensive collection of plants in her greenhouse. Her dogs, Pepper and Gerald were always with her.

Kathy's legacy of helping customers, her caring personality, and dedication to the City of Cincinnati are truly cherished and will long be remembered.



*Kathy receiving her  
20-Year Service Award*



*Kathy receiving the 2018  
Cincinnati Excellence  
in Service Employee of  
the Year Award*

## LEAD SERVICE LINES REPLACED

**PUBLIC SIDE:**  
*2020 (Sept-Nov)*

**239**

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██████████████

*2021 (Sept-Nov)*

**117**

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**PRIVATE SIDE:**  
*2020 (Sept-Nov)*

**198**

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*2021 (Sept-Nov)*

**178**

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*GCWW remains committed  
to removing lead service  
lines at homes and  
businesses, and our  
crews follow all guidelines  
regarding COVID-19  
safety protocols.*