

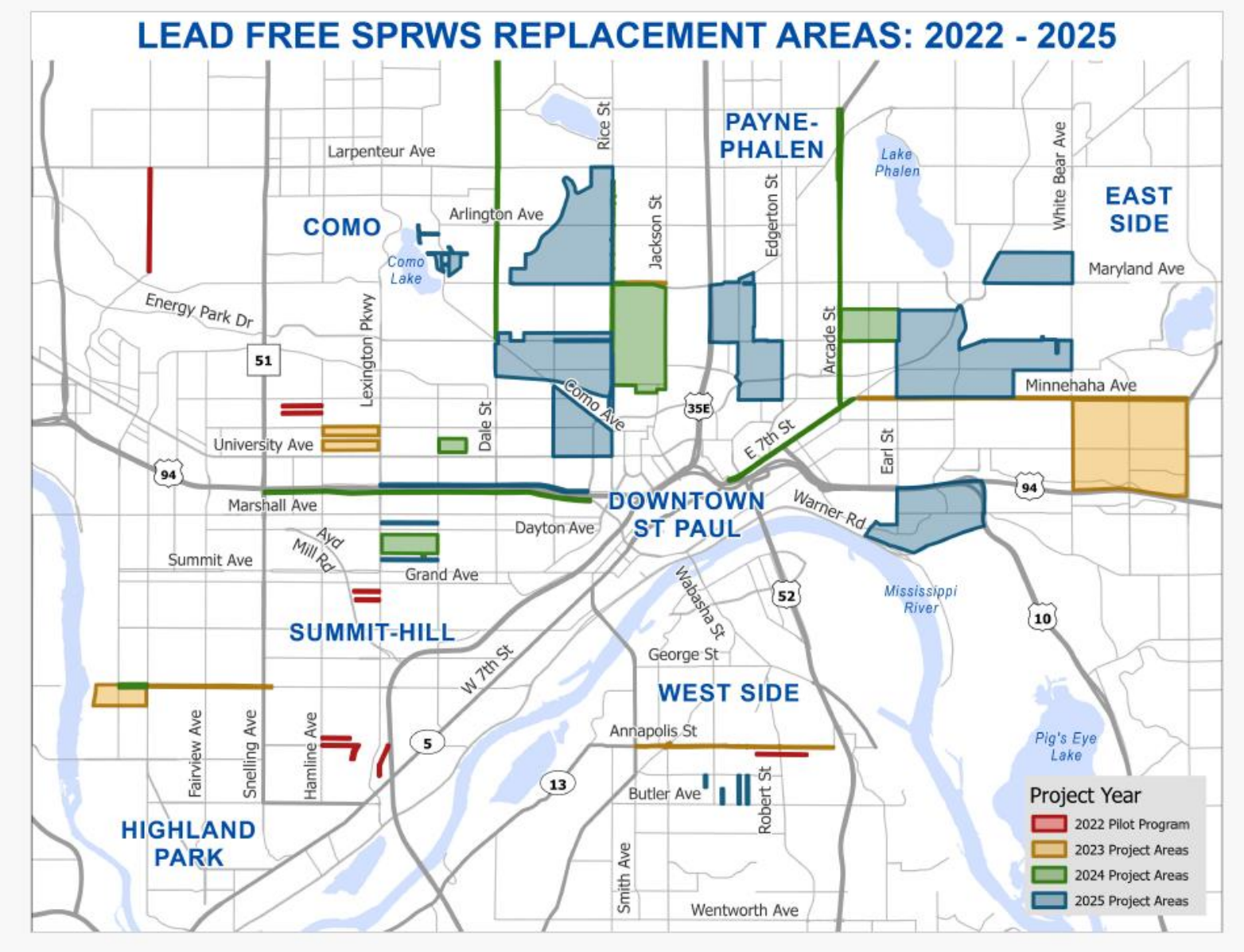


June 16, 2026 Lead Free SPRWS Update



Progress Through Construction Year 2025

2022 Pilot Year	305
2023 Program Expansion	614
2024 Program Acceleration	1,185
2025 Program Acceleration	2,249



Lead Free SPRWS Construction Year 2026 Financing ~ 2,100 Replacements

Carryover Funds from 2024 and 2025

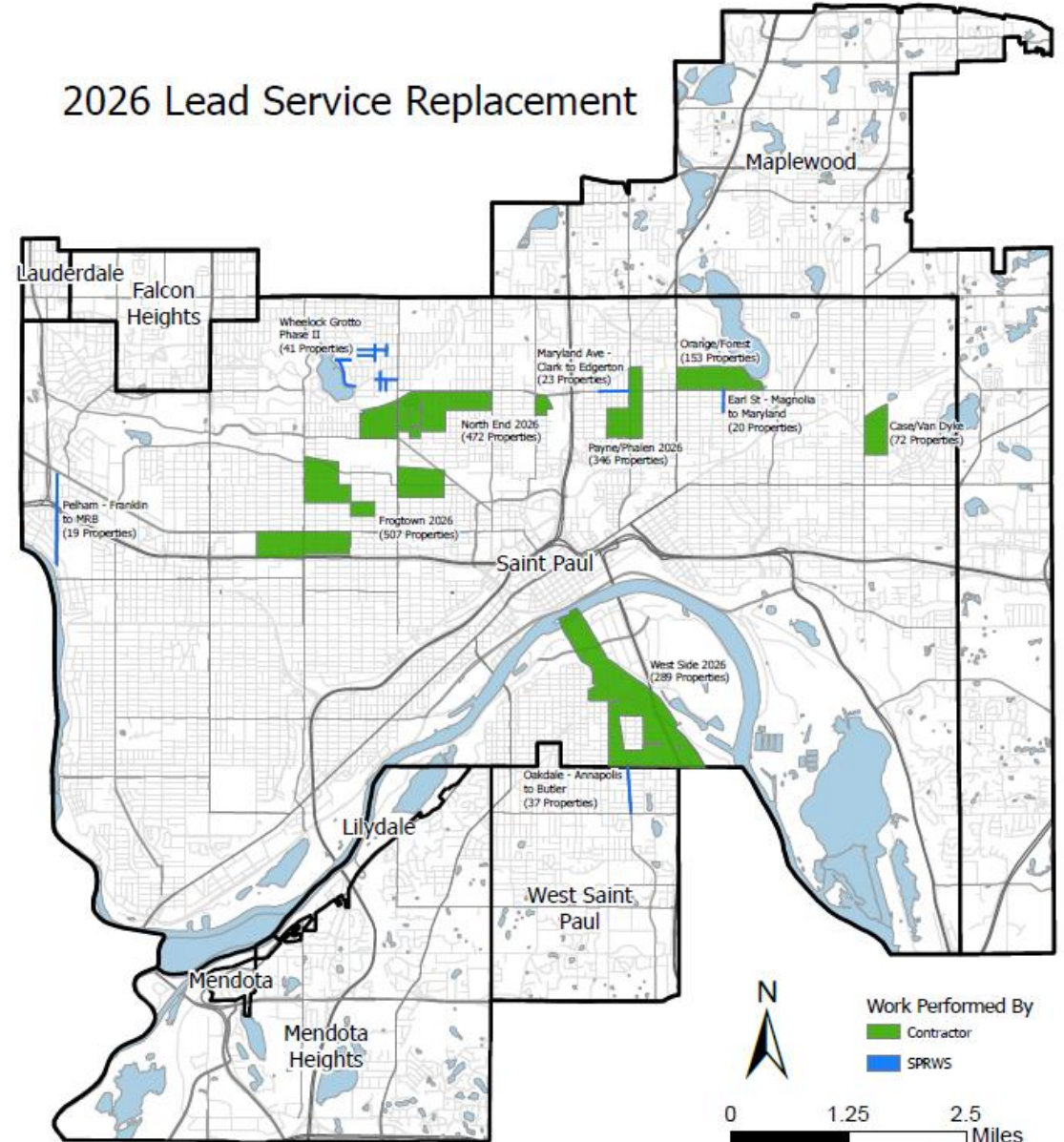
- Phase 3 PFA Public: \$6.3 M
 - Phase 3 PFA Private: \$1.9 M
 - Phase 4 PFA Public: \$4.6 M
 - Phase 4 PFA Private: \$1.6 M
- Total Carryover Funds: \$14.2 M**

- Funds awarded for 2026
 - Phase 5 PFA Public: \$3.7 M
 - Phase 5 PFA Private: \$16.7 M

Total Phase 5 Funds: \$20.4 M

Total Financing Year 2026: \$34.6M

2026 Lead Service Replacement



*Other lead replacements may occur

2027 Construction Year Funding Forecast

Funds Requested for 2027

- PFA Public: \$10.2 M
- PFA Private: \$37.1 M

Total Requested Funds: \$47.3 M

Carryover Funds from 2026

- PFA Public: \$3.3 M
- PFA Private: \$10.1 M

Total Carryover Funds: \$13.4 M

Funds Anticipated for 2027

- PFA Public: \$7.5 M
- PFA Private: \$15.1 M

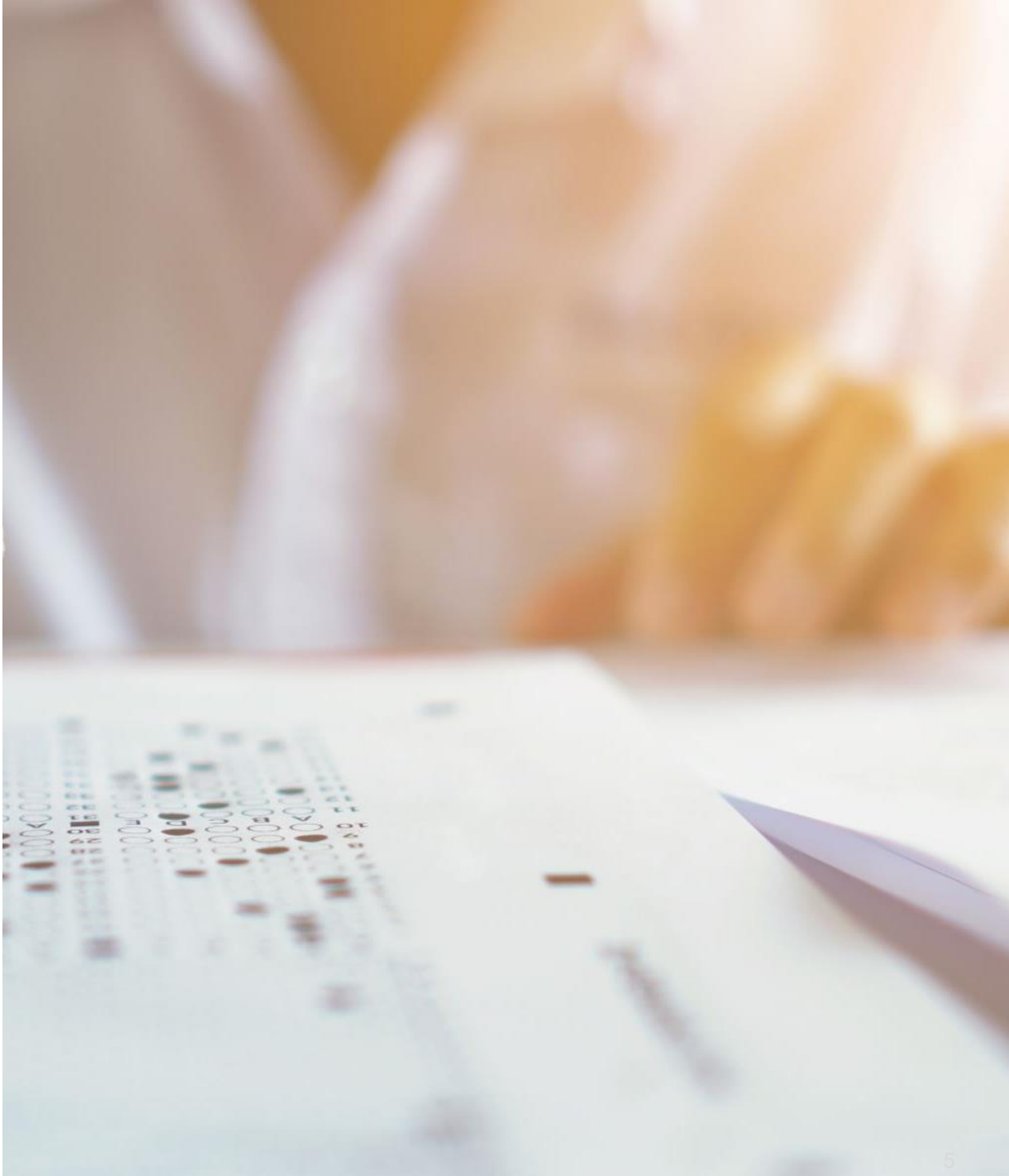
Total Anticipated Funds: \$22.6 M

Total Financing Year 2027: \$30M

Total Carryover for 2028: \$6M

Customer Satisfaction Survey Results

January 2026



Summary of Survey Results



214 survey responses were submitted



Overall, customers had a positive experience!

4.3 out of 5 was the average satisfaction rating
86 gave a perfect quantitative score (20 out of 20)



197 would recommend this program to others in their community



27 customers asked for SPRWS follow-up

18 had negative survey responses (mostly restoration issues)
8 had positive survey responses

Why would you recommend this program or why not?



Positive: 75%

Positive responses discuss the health benefits of lead removal and that it's free, reinforced by professional crews and fast/efficient execution.



Neutral/Mixed: 22%

“Mixed” comments typically pair appreciation for lead removal/free replacement with criticism of communication or restoration.



Negative: 3%

Pain points cluster around communication, scheduling, workmanship, damage, and restoration/cleanup.

Major Themes

Theme	Percent of Responses	What People Talk About
Health benefits (lead removal)	29%	“lead”, “safe”, “health”, “clean water”, “copper”
Professionalism	20%	“professional”, “polite”, “respectful”, “friendly”
Free and no cost	15%	“free”, “no cost”, “no charge”
Scheduling and communication	13%	“communication”, “notice”, “schedule”, “responsive”
Speed and efficiency	12%	“quick”, “fast”, “efficient”, “timely”, “seamless”
Damage and workmanship issues	10%	“damage”, “concrete”, “patch”, “quality”
Restoration (exterior)	9%	“yard/grass/lawn”, “curb/sidewalk”, “hole”, “restore”
Cleanup and restoration (interior)	6%	“clean up/cleanup”, “mess”, “dirty”, “carpet”
Access and property impacts	3%	“access”, “storage”, “foundation”, “meter moved”

Findings

- **Keep emphasizing health benefits.** It's the top reason people recommend the program.
- **Sustain crew professionalism, schedule flexibility, and speed.** These are strong positives in many responses—maintain training that reinforces homeowner communications on-site.
- **Improve communication cadence.** Aim for clear scheduling windows and communication on overall schedule changes.
- **Tighten restoration and cleanup standards.** Share clear expectations with contractors on interior and exterior restoration.
- **Improve property impact and access communication.** Improve communication regarding meter relocation, interior pipe routing, and access planning.

QUESTIONS???
