

Appendix 1.A. Public Comment Form Responses

Denver Water conducted a public comment period from July 12 to Aug. 7 to gather feedback on the program benefits, filter preferences, communication preferences and overall support. The information was distributed through a variety of different engagement channels such as newsletters, targeted emails to stakeholders and customers who have expressed an interest in Denver Water's lead reduction efforts, TAP news site distribution, social media, distributors, neighborhood groups, etc. During this four-week period, Denver Water received 406 comments from unique IP addresses that have indicated that more than 98% of respondents support the Lead Reduction Program, emphasizing benefits for future generations, environmental health and protecting infants and children. Full results are below.

Breakdown of Most Common Respondent Zip Codes and Corresponding Results

Zip Code	Neighborhoods	Number of Respondents	Percentage of Total Respondents	Top way to make the use of filters more convenient and accessible	Percentage of Program Support (Strongly support and more likely to support)
80220	Crestmoor, East Colfax, Hale, Hilltop, Montclair, Northeast (NE), Park Hill, South Park Hill, Southeast (SE)	50	12%	Offer at-home consultations with a Denver Water representative on filter use and maintenance, as well as installation if needed.	98%
80210	Cory Merrill, Platte Park, Rosedale, Southeast (SE), University, University Park, Washington Park, Washington Park West, Wellshire	42	10%	Offer at-home consultations with a Denver Water representative on filter use and maintenance, as well as installation if needed.	100%
80205	Ballpark, City Park, City Park West, Clayton, Cole, Curtis Park, Five Points, North Capitol Hill, Northeast (NE), Skyland, Uptown, Whittier	38	9%	Provide option for filter pick-up or at-home delivery. Provide option for replacement cartridge pick-up or delivery through a cartridge voucher system.	100%
80207	North Park Hill, Northeast (NE), Northeast Park Hill, Park Hill, South Park Hill, Stapleton	38	9%	Provide customers with the option to select a preferred filter type (i.e. pitcher filter, refrigerator, etc.).	100%

80209	Belcaro, Bonnie Brae, Cherry Creek, Country Club, Polo Grounds, Southeast (SE), Speer, Washington Park, Washington Park West	32	8%	Provide customers with the option to select a preferred filter type (i.e. pitcher filter, refrigerator, etc.).	100%
80211	Berkeley, Highland, Jefferson Park, Northwest, Sloan Lake, Sunnyside, West Highland	27	7%	Provide customers with the option to select a preferred filter type (i.e. pitcher filter, refrigerator, etc.).	100%
80212	Barkeley Village, Berkeley, Berkeley Gardens, Berkeley Industrial Park, Berkeley Village, Lowell, Mastin Industrial Park, Northwest, Regis, Regis Place, Saint Claire, Sloan Lake, Sunnyside Manor, Tennyson Industrial Park, West Highland	26	6%	Provide customers with the option to select a preferred filter type (i.e. pitcher filter, refrigerator, etc.).	100%
80206	Cheesman Park, Cherry Creek, City Park, City Park West, Congress Park, Country Club, Southeast (SE), Uptown	25	6%	Provide customers with the option to select a preferred filter type (i.e. pitcher filter, refrigerator, etc.).	96%
80204	Auraria, Baker, Barnum, Barnum West, CBD (Central Business District), Civic Center, Colfax, Downtown (Central Business District), Golden Triangle, Lincoln Park (La Alma), Lower Downtown (LoDo), Sheridan Boulevard, Sloan Lake, Southwest (SW), Sun Valley, Union Station, Valverde, Villa Park	16	4%	Offer at-home consultations with a Denver Water representative on filter use and maintenance, as well as installation if needed.	93%

80223	Athmar Park, Baker, College View, Overland, Ruby Hill, South Platte, Southwest (SW), Valverde	14	3%	Provide customers with the option to select a preferred filter type (i.e. pitcher filter, refrigerator, etc.).	100%
80218	Alamo Placita, Capitol Hill, Cheesman Park, City Park West, Country Club, Five Points, North Capitol Hill, Speer, Uptown	12	3%	Offer at-home consultations with a Denver Water representative on filter use and maintenance, as well as installation if needed.	100%

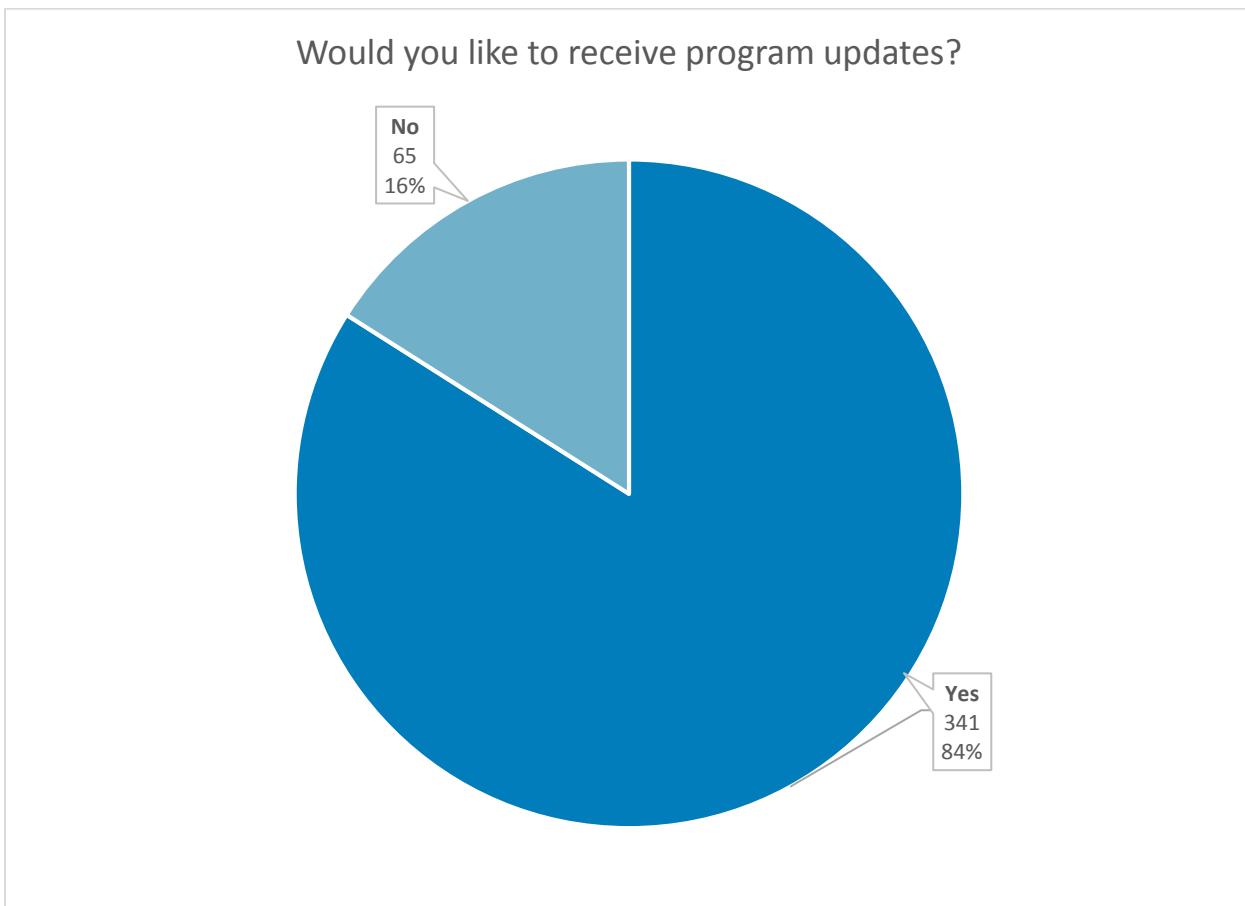
Additional respondent zip codes included:

Zip Code	Number of Respondents	Percentage of Total Respondents
80231	8	2%
80221	7	2%
80203	6	1.5%
80120	4	1%
80216	4	1%
80246	4	1%
80123	3	<1%
80219	3	<1%
80333	3	<1%
80111	2	<1%
80121	2	<1%
80222	2	<1%
80229	2	<1%
80236	2	<1%
80237	2	<1%
80238	2	<1%
01027	1	<1%
20009	1	<1%
22937	1	<1%
80004	1	<1%
80014	1	<1%
80016	1	<1%
80022	1	<1%
80035	1	<1%
80110	1	<1%
80214	1	<1%
80215	1	<1%
80224	1	<1%
80228	1	<1%
80232	1	<1%
80235	1	<1%
80241	1	<1%

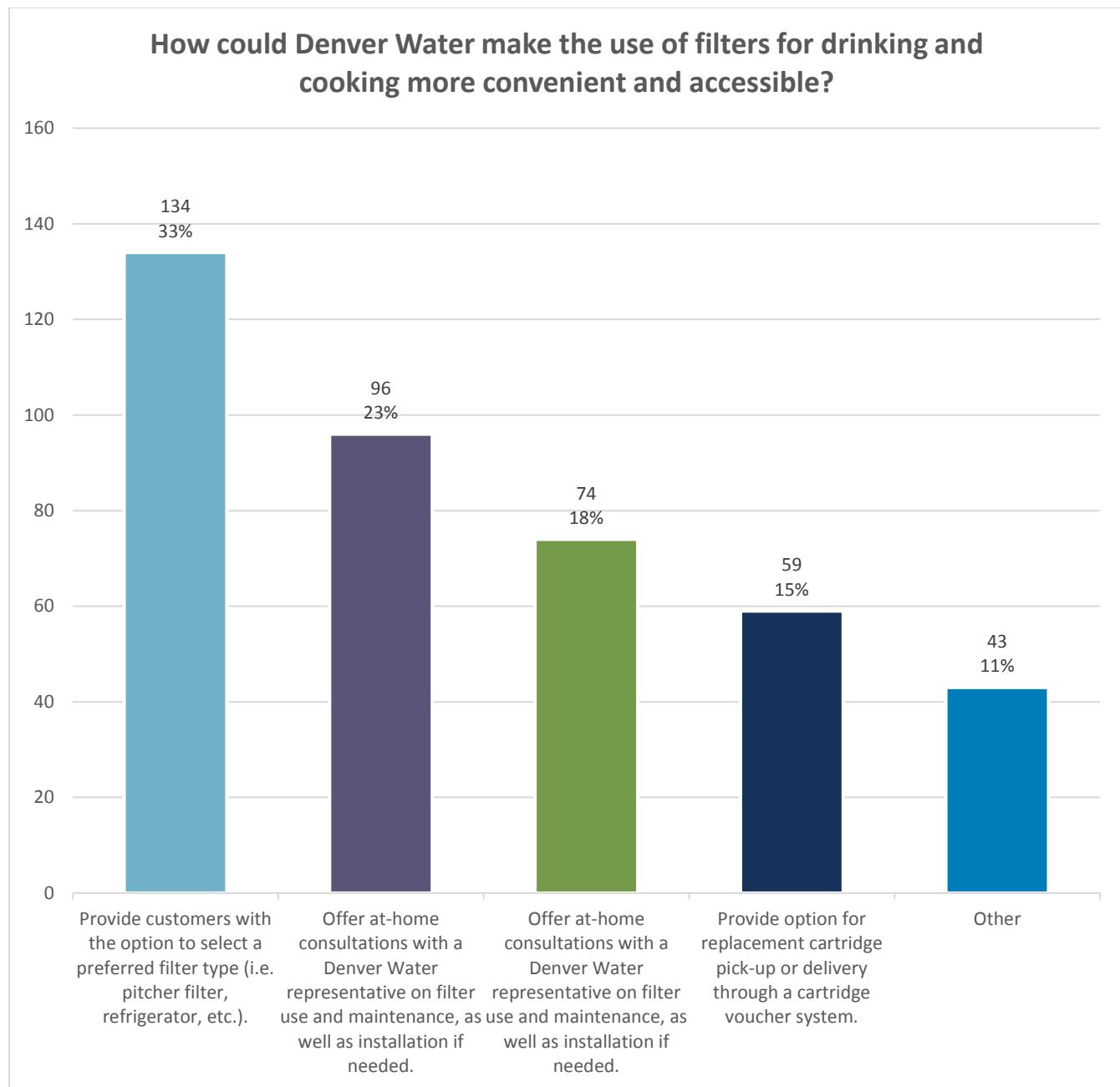
80247	1	<1%
80250	1	<1%
80401	1	<1%
80504	1	<1%
81623	1	<1%
89231	1	<1%
803204*	1	<1%

*Zip codes are presented as entered by respondents.

Question Answer Results

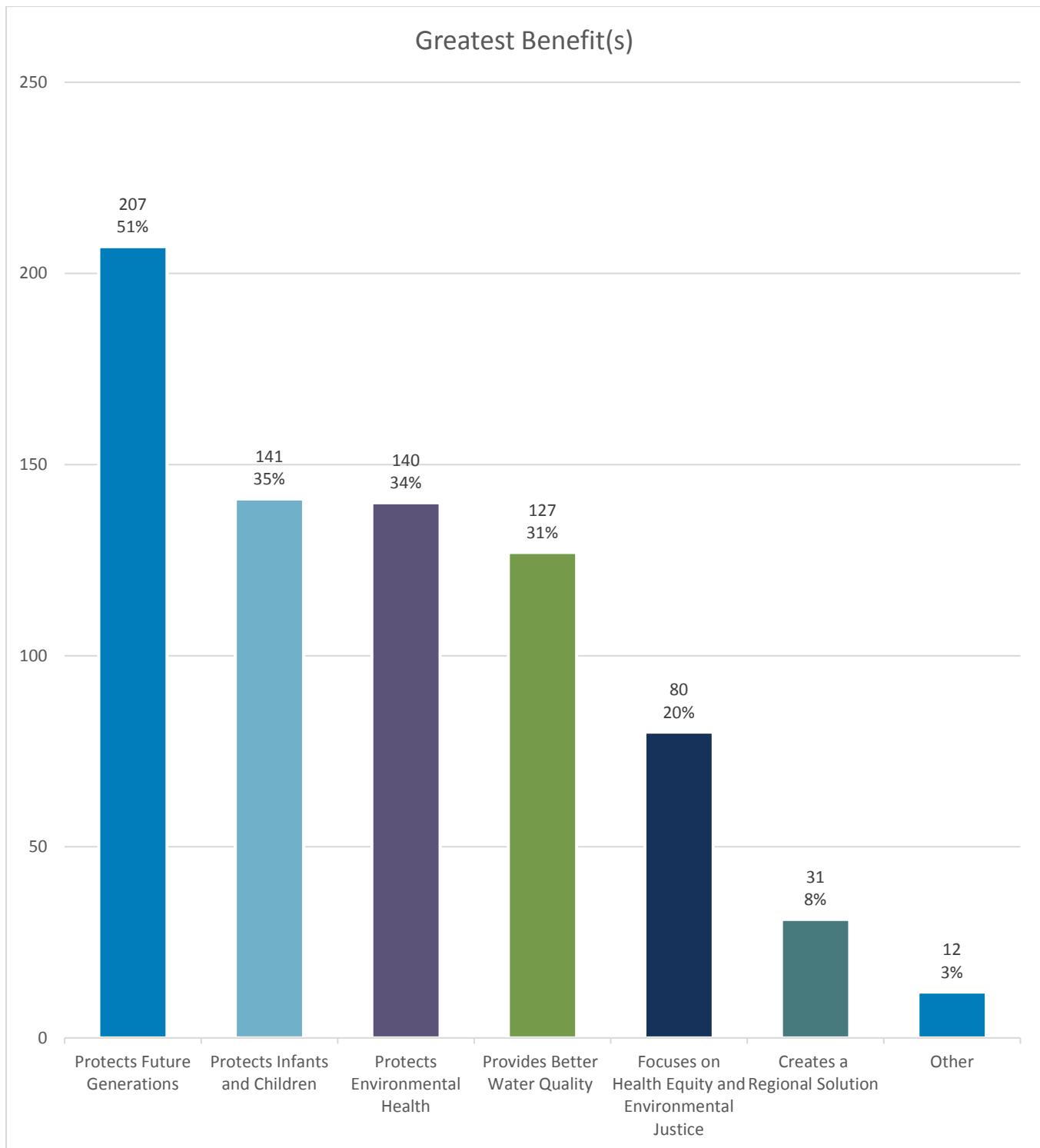


1. As part of the proposed Lead Reduction Program, Denver Water would provide at-home filters to customers with a suspected lead service line, free of charge. How could Denver Water make the use of filters for drinking and cooking more convenient and accessible? (Select one)



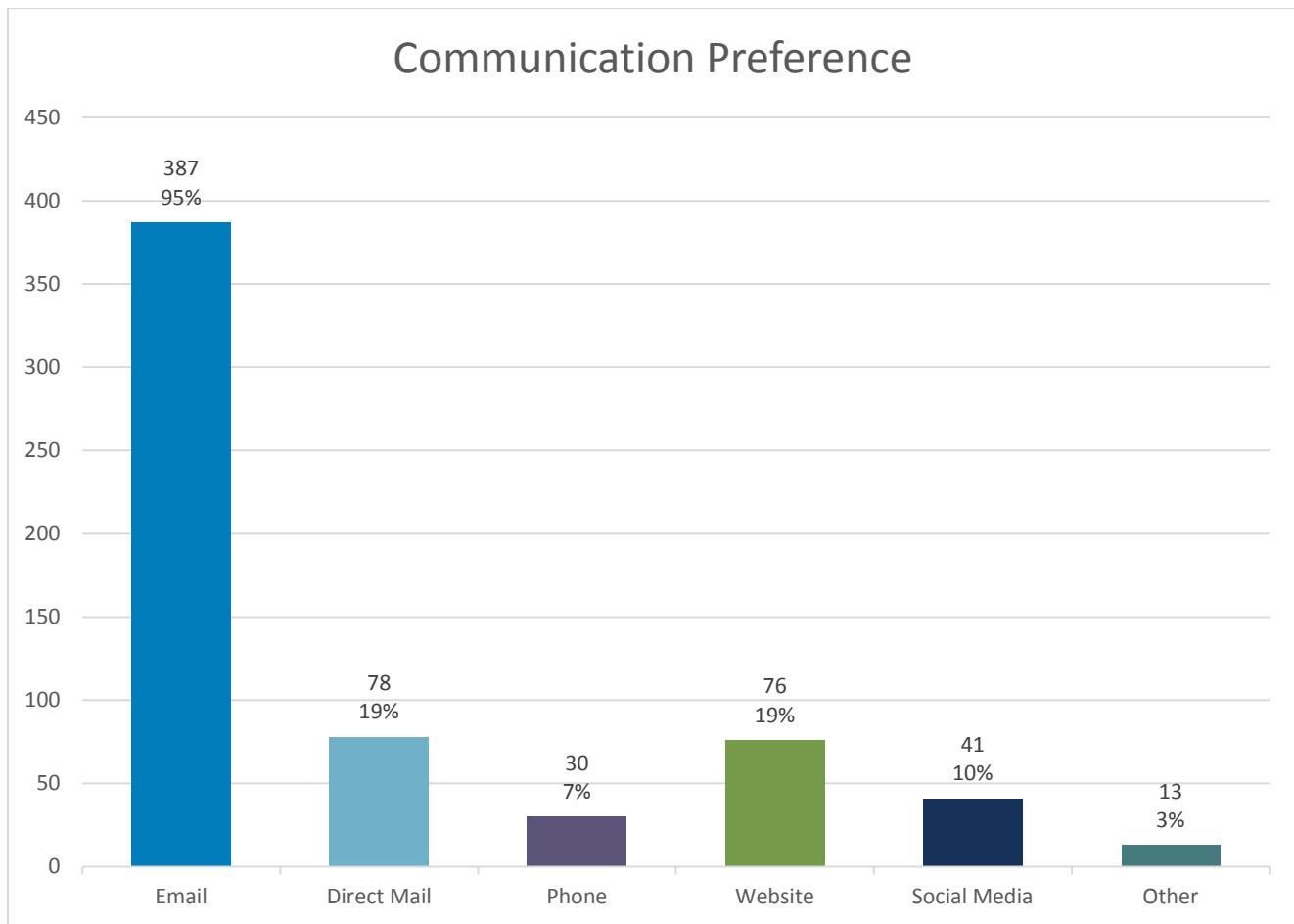
***"Other" responses available following response result graphs.*

2. What do you see as the greatest benefit of the proposed Lead Reduction Program? (Select up to two)



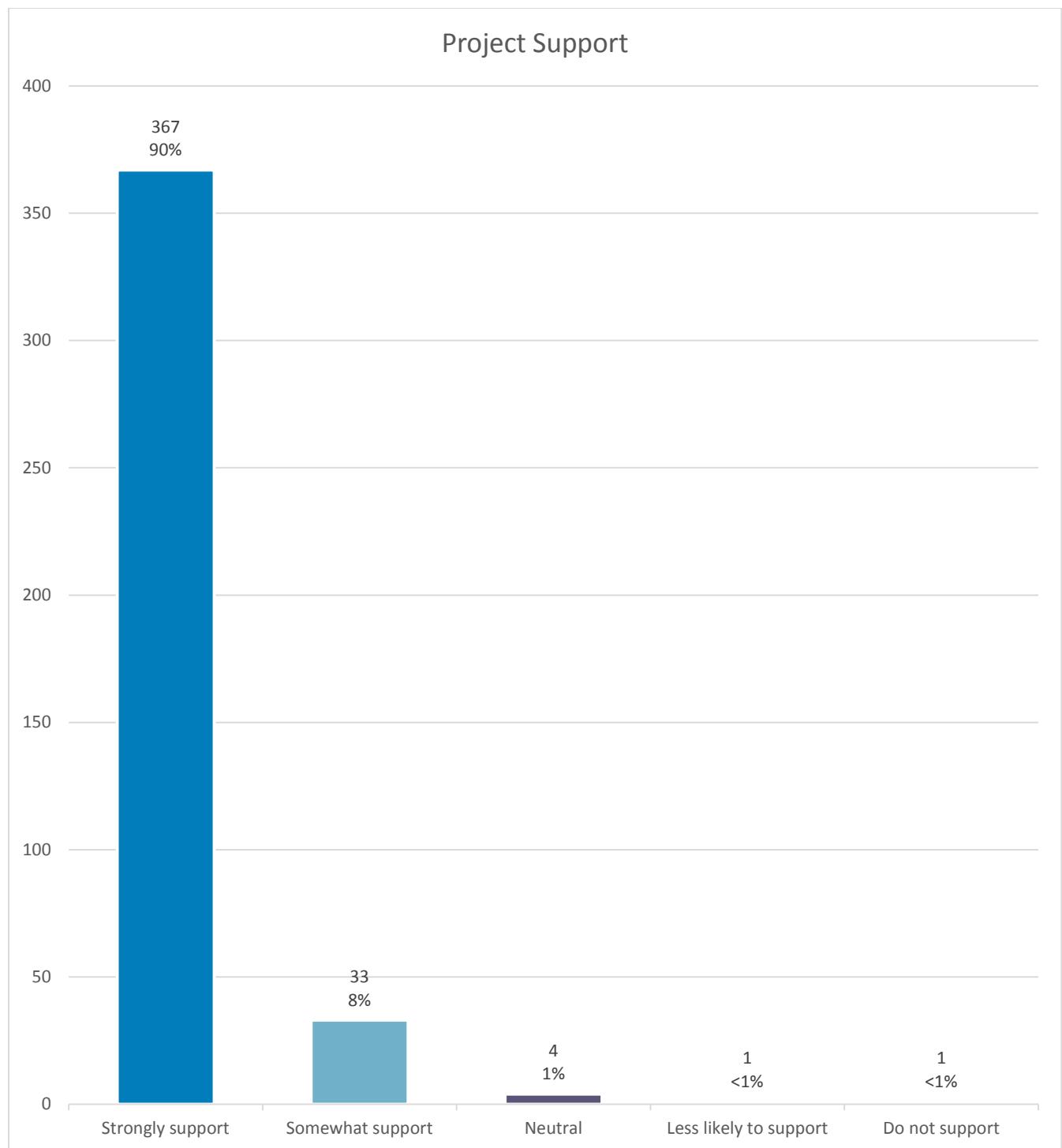
*“Other” responses available following response result graphs.

3. What is your preference for how we communicate information and updates on the proposed Lead Reduction Program Plan? (Select all that apply)

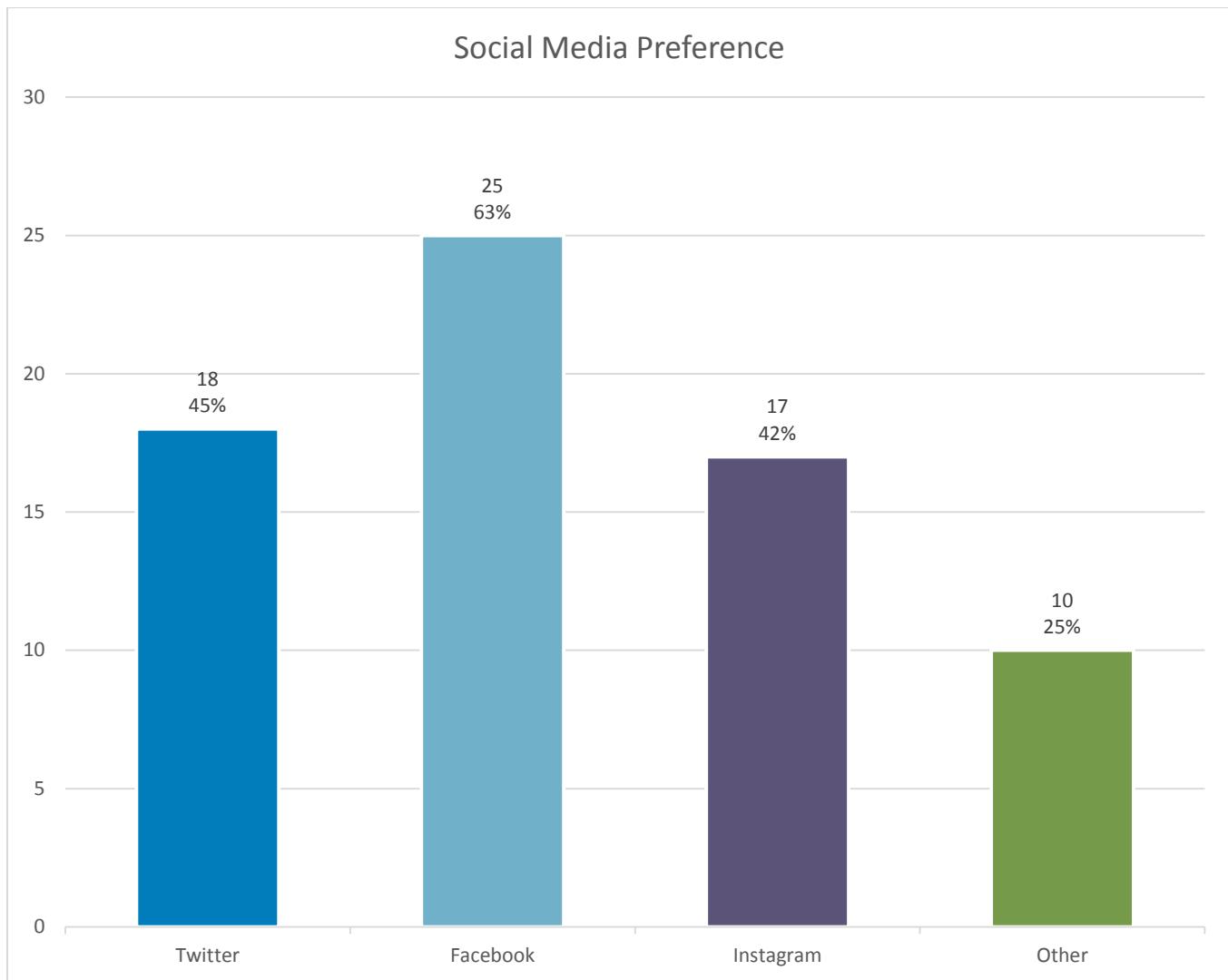


**“Other” responses available following response result graphs.*

4. How would you characterize your overall support for the proposed Lead Reduction Program?



5. Which social media option is your preference for how we communicate information and updates on the proposed Lead Reduction Program Plan? (Select all that apply)



Raw Comments

The following comments are included as they were received, including the language in which they were written. No edits have been made to spelling, grammar or punctuation.

"Other" responses to How could Denver Water make the use of filters for drinking and cooking more convenient and accessible?"
all of the above
All of these options are important for helping residents use filters correctly and consistently
The basic thrust of this aspect of the lead remediation program is good. We don't have any preferences as to the four proposed methods for distributing filters.
...
Deliver filters to every home and offer consultation at the time of the delivery or scheduled at a later date, if requested.
Provide a list of allowable filters and then provide a statement credit when homeowner submits a receipt - similar to efficient toilet program. Add in a cartridge pick-up delivery program for ongoing maintenance..
I can't answer this one as I don't know the different types of filter types, or the difference between filters vs cartridges. Don't know where I'd have to go to pick up filter or voucher. If installation on the faucet is an option, I'd prefer that over a pitcher. But I need more information to be able to answer this, Maybe i need to re-read the
I think all of the above are important - customer needs to know what will work best for them and then have the opportunity to get that filter or cartridge in the easiest way possible (home delivery seems better)
All of the above
Would like to see filter attached to the main facet (in Kitchen)
I have been using an EverPure filter for 20 years - if denver will provide filter replacements - that would be terrific. My lines are lead - 1910 - I have submitted this response a couple weeks ago -it took a lot of read - read everything - responded - call the water dept to express my interest in the possibility of a line replacement program in 2020 - I was told I would be contacted by that department (handling the lead issue once the decisions have been made -- have heard nothing.
Free, free filter replacements, delivered to homes,
Faucet filter
Faucet filter with delivery cartridge replacement
All of the above.
My choice is whatever would most increase access and participation for households most affected, especially in high-poverty areas. Otherwise I'd say being able to choose type of filter is would be helpful to make sure it's relevant to usage.
Provide water filters for ice makers
Provide the option of a whole house filter. This would make any water in the house safe to drink and use for cooking.
Provide water service and delivery like deep rock 5 gallon bottles and dispensers
Free filtration system
I have had a filter (Everpure)on my kitchen sink and ice maker since I moved into my house in 1996
Provide preferred filter type AND offer consultation. Be clear about why the filters are necessary and how and when they should be used
I want lead lines removed!
Test water at home, recommend type of filter and provide filter of choice

X
It would be great if Denver water could supply an easy at home test kit to help determine if your pipes introduce lead into your drinking water
Install whole home filtration system
Replace lines quickly. Already filling water filters to keep up with family drinking water use is cumbersome. In time, I can see folks getting lazy with dealing with it.
all of the above.
Offer undersink units
A combination of these needs to be offered rather than just one. For example combining the option of a preferred filter type, at home consultation and filter pick-up and delivery.
I understand you are requesting I select only one option, but I believe all of these options would equally make the use of filters more convenient and accessible, and I hope you decide to employ all of these options
Provide whole house water filters to be installed on the actual water line, or replace the lead pipes entirely.
Provide maintenance support for existing filters that customers have already installed
Filters need to also be installed in the showers and bathroom sinks where we brush our teeth. It will only really help if it's a whole-house filter, and my vote is for having all of the above available. Especially with the high prices we pay for water and wastewater.
I'm worried that the pitcher filter will be too slow for families to use for their needs. But the alternatives are not cost effective.
Kitchen sink filter for those without fridge filter option?
Offer filtration for whole house/water main
Familiarize customers with kitchen water faucets that connect to filters under-the-counter.
Tell me where I can pick up my free (ideally) filter.
Replace service lines ASAP and/or provide subsidies to contract third party vendors to do so.
Provide under sink or whole house option as well rather than single source such as Refrigerator or single Pitcher.
Different customers may have different needs. We already have an in-refrigerator filter, and I'd appreciate replacement filters, but that probably isn't the most helpful for other households.

"Other" responses to "What do you see as the greatest benefit of the proposed Lead Reduction Program? (Select up to two)"

The DWD's proposed mixture of remedies is markedly better than simply adding a potential pollutant to wastewater and/or landscaping run-off.

...

This program benefits and protects consumers who have the means to replace their inside lead water pipes. When the city replaces water lines into people's homes and businesses, those of us with interior lead lines will continue to be exposed to lead.

silly question. Is it better to drink lead free water? of course. For all reasons above and more

I responded as described above - I will have a lot of expense to relocate my "in house" plumbing lines to a new location to hook up to new lines pulled from the street

All of the above.

I believe the root cause of the issue must be addressed, instead of a bandaid, for current residents and future generations.

repairing outdated infrastructure

Offers a more complete solution to the lead problem than any alternative

This program addresses a minority of all Denver Water customers.

all of the above.

Protects not just infants and children but also young adults, and animals in the home as well.

"Other" responses to "What is your preference for how we communicate information and updates on the proposed Lead Reduction Program Plan? (Select all that apply)"

...

Denver Water should use as many different means of communication that are feasible in order to reach the most people.

I would like to get on the list if the replacement program is the final solution that the Water department decides to take!! I've tried to do what I can to make my interest known. I tested my water in April (your program - followed instruction explicitly!!)- it's not good text/SMS with a short update and link to details

Text

Bill inserts

text message

Denver Water TAP Headlines

text message. a number of residents in our community do not have email but do use text. It is critical that everyone has access to the information that could affect their, and their children's, health.

outreach tables at community events and flyers through schools, community centers, etc.

Nextdoor

Nextdoor.com

Some neighbors might only be reachable via direct mail

"Other" responses to "Which social media option is your preference for how we communicate information and updates on the proposed Lead Reduction Program Plan? (Select all that apply)"

Via email: jeff.shoemaker@greenwayfoundation.org

There are options for automatic cross-posting on multiple social media platforms. No need to restrict sharing.

None used

email, us mail

Use all available social media tools.

I don't follow Denver Water currently on any social media

x

Neighborhood Email Exchanges

Hold a press conference(s). Get the Mayor to talk about it in his regular Friday broadcasts

Nextdoor

**What would make you more likely to support the Lead Reduction Program?
(For those who selected "neutral", "less likely to support" or "do not support" in response to "How would you characterize your overall support for the proposed Lead Reduction Program?")**

...

The report states on page 7 that the biggest issue is "customer owned service lines". I'd like to know why the 2012 exceedance of the lead action level took 5 years to result in the Optimal Corrosion Report. If Denver Water did not complete the lead service line pipe rack study during that time, then what new data was used to cause the Colorado Department of Public Health and Environment to designate the use of orthophosphate? I assume that this department knew that orthophosphates "could negatively affect rivers, streams and lakes in our region". Why, then, did they suggest that solution? What are the figures regarding the cost of treating orthophosphate corrosion at waste water treatment plants? Would the addition

of orthophosphates provide lead protection for the pipes in people's homes? My concern is that people without the means to replace their inside pipes and fixtures will be less protected from lead poisoning than Denver residents who have the means to incur these costs. Are we choosing between privately run water treatment facilities' budgets and Denver residents' budgets? I don't know enough about the Denver Water Dept and its stakeholders but if this is about saving corporate dollars at consumers' expense then this is a Health Equity and Environmental Justice issue.

For DENVER to REALLY do something about this problem!!

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I would support it if the cost was not passed on to unaffected customers. Those with lead pipes should bear the cost of mitigation.

If it didn't involve adding chemicals to my water. If you haven't already, please watch documentary "The Devil You Know" about DuPont and 3M dumping toxic chemicals from Teflon. This also involves a water company, the EPA and a chemical in the water. I hope this is nothing like this. Water is a precious resource we all use and it would be unwise to add harmful additives without knowing the long term effects