

**RFP 2019-1 Water and Sewer Service Line Protection Program Provider  
Niagara Falls Water Board Responses to Written Questions Received by February 8, 2019 Deadline**

1. Will NFWB permit the selected provider to market to its customers via direct mail?

**As stated in the RFP: The Water Board will collaborate with the provider to make sure all eligible ratepayers are informed of the WSSLP program, but prefers to maintain custody and control over its ratepayers' address information and to distribute marketing materials as bill inserts. Nevertheless, the Water Board will entertain proposals for direct mailings that detail how the security of that information shall be protected.**

2. Will NFWB provide its customer list to the selected provider for purposes of marketing to prospective customers? If "no", would NFWB be open to providing the list to the selected provider's third party marketing company to preserve confidentiality of NFWB customers while facilitating marketing efforts?

**See response to question 1.**

3. Does NFWB have a breakdown of the number of Notices of Defect issued to NFWB customers for defects in their sewer lateral during 2018?

**No formal notices of defect were issued in 2018. The NFWB expects to begin sending written notices to property owners of observed defects in the connection between their sewer laterals and the sewer main, but this remains under development.**

4. How many inspections of residential sewer laterals for defects did the NFWB complete for the years 2014 through 2018? What percentage of residential sewer lateral inspections resulted in notices of deficiency?

**Sewer lateral defects have been observed when performing camera inspections of sewer mains. Inspections for the sole purpose of reviewing lateral conditions have not been conducted.**

5. What type of testing methodology is used to detect infiltration (for example: camera, smoke testing)?

**At present, camera inspections of sewer mains are conducted. Additional methods of detecting infiltration may be deployed in the future.**

6. How many inspections of sewer laterals are planned yearly starting in 2019?

**Sewer lateral defects have been observed when performing camera inspections of sewer mains. Inspections for the sole purpose of reviewing lateral conditions have not been conducted, nor are there any present plans for such inspections.**

7. What is the process for notifying the homeowner of a violation or failed test of a sewer line?

**See response to question 3.**

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8. How long are homeowners given to correct any violation?

**See response to question 3.**

9. How many notices of defect issued to NFWB residential customers for sewer lateral defects are currently outstanding pending repair?

**See response to question 3.**

10. Please provide copies of any federal or state Orders, Consent Decrees or other directives to which any damaged sewer laterals within any NFWB service area may be subject.

**No Orders specifically reference damaged sewer laterals at this time. The NFWB is working on strategies to reduce sewer overflows, and is under a consent order with respect to SSOs in the LaSalle area. At present, that consent order does not require specific action with respect to damaged sewer laterals.**

11. Does the NFWB maintain a list of approved plumbing contractors, including but not limited to M/WBE or SDVOB certified, that it utilizes for water supply and/or sewer system work? And does the selected contractor have use contractors off of a pre-approved list or can there be a network of contractors with master plumbing licenses?

**Per the RFP, proposals should “Identify the plumbers, duly licensed by the City of Niagara Falls, that provider proposes will perform the physical service work.” Multiple plumbers may be proposed. The Water Board does not maintain a pre-approved list.**

12. On Page 8 of the RFP, NFWB requests that respondents provide an estimated dollar value for the work (to be performed by New York State Certified M/WBE or SDVOB contractors) which may be expressed “based on a percentage of provider’s gross receipts pursuant to the WSSLP program”. In this case, the NFWB is not making any payments to the selected WSSLP provider. Can you provide an alternative calculation method?

**Proposals should describe what, if any, services will be performed for provider by New York State Certified M/WBE or SDVOB contractors in connection with the WSSLP program. The proposer is encouraged to supply an objective way of stating the value/extent of the M/WBE or SDVOB work in order to permit comparisons between proposals.**

13. Approximately what percentage of service lines in the NFWB service area are composed of lead and galvanized materials, respectively?

**The Water Board does not maintain records with this information.**

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14. How many water main replacements have been completed in the past five years under the NFWB capital program? How many such replacements are planned for the period 2019-2023?

**The Water Board's capital improvement plan, which details planned water main replacements, is available at the following link: <https://nfwb.org/services/capital-improvements/>**

15. What is the NFWB process when a lead customer owned service line is discovered while replacing a water main? Is the homeowner required to replace the line at that time?

**When a new water main is installed, the Water Board's scope of work generally includes a new service from the water main to the curb stop. The property owner is not required to replace the rest of the service line.**

16. What is the NFWB process when a galvanized customer owned service line is discovered while replacing a water main? Is the homeowner required to replace the line at that time?

**See response to question 15.**

17. On the average, how many leaking water service lines do NFWB field service representatives confirm per year?

**NFWB personnel estimate that they repair or replace between 100 and 150 service lines (between the main and curb stop) per year. The Water Board does maintain records of repairs on the customer-maintained portion of the service line.**

18. What percentage of leaking water service lines confirmed by NFWB field service representatives are lead or galvanized, respectively?

**The NFWB does not maintain records regarding the composition of the service line between the curb stop and the customer's building. NFWB personnel have offered the observation that many service lines between the main and the curb stop are lead.**

19. In addition to bill inserts will the selected provider be allowed to market directly to customers through other outlets?

**Per the RFP: Proposals to use multi-channel marketing, including bill inserts, targeted social media, community event sponsorships, etc., are encouraged.**

20. Other than English and Spanish translation, are there any other languages required to be translated?

**There are no specific translation requirements. Per the RFP: Proposals should describe any translation services that will be available to customers.**