

YOUR SERVICE LINE IS OF UNKNOWN SERVICE LINE MATERIAL

This notice contains important information about your drinking water. Please share this information with anyone who drinks and/or cooks using water at this property. In addition to people directly served at this property, this can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property.

_____ is working to identify service line materials throughout the water system and has determined that the
(Water System Name)
water pipe (called a service line) that connects your _____ to the water main is made from **UNKNOWN**
(home, building, or structure)

MATERIAL. Because your service line material is unknown, there is the potential that some or all of the service line could be made of lead or galvanized pipe that was previously connected to lead.

People living in homes with a lead or galvanized pipe previously connected to a lead service line have an increased risk of exposure to lead from their drinking water.

Identifying service line material

To help determine the material of your service line, please contact [REDACTED]. EPA
(Contact Information)
has developed an online step-by-step guide to help people identify lead pipes in their homes called
Protect Your Tap: A Quick Check for Lead. It is available at: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>.

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 worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce lead in drinking water.

Below are recommended actions that you may take, separately or in combination, if you are concerned about lead in your drinking water. The list also includes where you may find more information and is not intended to be a complete list or to imply that all actions equally reduce lead in drinking water.

Use filters properly. Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, see EPA's <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead>.

Clean your aerator. Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

Run your water. The more time water has been sitting in pipes providing water to your home, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line.



Notice Of Service Line Material

(Water system to fill in the blanks below)

Water System Name:

Water System Number:

System Contact Info

Name:

Phone Number:

Date Notice Distributed:

Distribution Method:

plumbing in your home. Residents may contact us at _____ for recommendations about flushing times in their community.
(Contact Information)

Learn what your service line material is. Contact us at _____ or a licensed plumber to determine if the pipe that connects your home to the water main (called a service line) is made from lead, galvanized, or other materials.
(Contact Information)

Protect Your Tap: A quick check for lead is EPA's on-line step by step guide to learn how to find lead pipes in your home.

Learn about construction in your neighborhood. Contact us at _____ to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.
(Contact Information)

Have your water tested. Contact us, your water utility, at _____ to have your water tested and to learn more about the lead levels in your drinking water. Alternatively, you may contact a certified laboratory to have your water tested for lead. A list of certified laboratories is available at _____. Note, a water sample may not adequately capture or represent all sources of lead that may be present. For information on sources of lead that include service lines and interior plumbing, please visit <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water#getinto>.
(Contact Information)
(Web address or other location)

Get your child tested to determine lead levels in their blood.

Although there is no confirmation of having a lead service line, you may wish to speak with a healthcare provider to see if your child's blood lead level is elevated and/or if there is a need for blood testing, if you are concerned about potential exposure. Please visit <https://www.cdc.gov/nceh/lead/advisory/acclpp/actions-blls.htm> for information on these actions.

For information about potential financing solutions to assist property owners with replacement of lead service lines, please contact us at _____.
(Contact Information)

For more information on reducing lead exposure from your drinking water and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead>.

Service Line Material Notice Certification

The public water system named above hereby certifies that the Notice of Service Line Material has been provided to its consumers in accordance with all delivery, content, format and deadline requirements specified in 15A NCAC 18C .1507 [141.85(e)].

Owner/Operator: _____
(Signature) (Print Name) (Date)

Instructions for Completing the Service Line Material Notice

Select the proper material template. A notice must be distributed to **every location** served by a lead, galvanized requiring replacement, or unknown service line.

1. NOTIFICATION OF KNOWN OR POTENTIAL SERVICE LINE CONTAINING LEAD

- **Notification requirement** [141.85(e)(1)]: All water systems with lead, galvanized requiring replacement, or lead status unknown service lines in their inventory pursuant to [§ 141.84\(a\)](#) must inform all persons served by the water system at the service connection with a lead, galvanized requiring replacement, or lead status unknown service line.
- **Timing of notification** [141.85(e)(2)]: A water system must provide the initial notification **within 30 days of completion of the lead service line inventory** required under [§ 141.84](#) and **repeat the notification on an annual basis until the entire service connection is no longer a lead, galvanized requiring replacement, or lead status unknown service line**. For new customers, water systems shall also provide the notice at the time of service initiation.
- **Content** [141.85(e)(3)]:
 - **Persons served by a confirmed lead service line.** The notice must include a statement that the person's service line is lead, an explanation of the health effects of lead that meets the requirements of [paragraph \(a\)\(1\)\(ii\)](#) of this section, steps persons at the service connection can take to reduce exposure to lead in drinking water, information about opportunities to replace lead service lines as well as programs that provide financing solutions to assist property owners with replacement of their portion of a lead service line, and a statement that the water system is required to replace its portion of a lead service line when the property owner notifies them they are replacing their portion of the lead service line.
 - **Persons served by a galvanized requiring replacement service line.** The notice must include a statement that the person's service line is galvanized requiring replacement, an explanation of the health effects of lead, steps persons at the service connection can take to reduce exposure to lead in drinking water, and information about opportunities for replacement of the service line.
 - **Persons served by a lead status unknown service line.** The notice must include a statement that the person's service line material is unknown but may be lead, an explanation of the health effects of lead that meets the requirements of [paragraph \(a\)\(1\)\(ii\)](#) of this section, steps persons at the service connection can take to reduce exposure to lead in drinking water, and information about opportunities to verify the material of the service line.
- **Delivery** [141.85(e)(4)]: The notice must be provided to persons served by the water system at the service connection with a lead, galvanized requiring replacement, or lead status unknown service line, by mail or by another method approved by the State.

**** Certification of Service Line Material Notice** [141.90(f)(4)]: **Annually by July 1**, the water system must demonstrate to the State that it delivered annual consumer notification and delivered lead service line information materials to affected consumers with a lead, galvanized requiring replacement, or lead status unknown service line in accordance with [§ 141.85\(e\)](#) for the previous calendar year. The water system shall also provide a copy of the notification and information materials to the State.

**** After issuing the required notice(s) to your customers, sign and date the "Service Line Material Notice Certification" at the bottom of the notice. Use our web-based certification process "ECERT" to submit a copy of the notice under the SLMN module. Access to ECERT is available from our website or the following link: <https://pws.ncwater.org/ECERT/>. If you do not have internet access MAIL TO: Public Water Supply Section, ATTN: Lead and Copper Rule Manager, 1634 Mail Service Center, Raleigh, NC 27699-1634 within the required time frames as specified above. Keep a copy for your files.**