

Lead Service Line Replacement Plan

Village of Jerome

Jerome IL 1670600

April 15, 2024

☒ New Plan ☐ Revised Plan Date:

1. Plan Certification

I have verified and certify the information listed in this Plan is true and accurate to the best of my knowledge and belief:

Plan Preparer Signature

Date

David Wilken

Public Works Supervisor/ Water Operator

Plan Preparer Name (Print)

Title

Waterworks Administrative Representative Signature

Date

Michael Lopez- Village President

Title

Waterworks Administrative Representative Name (Print)

Certified Operator Signature

Date

David Wilken

295619999

Certified Operator Name (Print)

License Number

2. General Water System Information

System Name: Jerome	PWSID: IL 1670600
Total Number of Service Connections: 607	
Number of Lead Service Lines:0	
Number of Lead Status Unknown Service Lines:0	
Number of Galvanized Requiring Replacement Service Lines:0	
Number of Non-lead Service Lines:607	
Total Population Served:1600	

2a. Contact Information

<u>System owner</u> contact information:	
Name: Ralph Irons	Title: Trustee
Phone: 217-546-2203	Email: trusteealphirons@villageofjerome.com
<u>Certified Operator</u> contact information	
Name: David Wilken	Title: Public Works Supervisor/ Water Operator
Phone: 217-546-9647	Email: publicworks@villageofjerome.com
<u>Plan Preparer</u> contact information	
Name: David Wilken	Title: Public Works Supervisor/ Water Operator
Phone: 217-546-9647	Email: publicworks@villageofjerome.com

In accordance with 40 CFR § 141.84 b, all community and non-transient noncommunity (NTNC) waterworks with one or more lead, galvanized requiring replacement, or lead status unknown service lines must prepare and submit a lead service line replacement plan to IL EPA. The final plan must be submitted by April 15, 2024.

This Plan must be updated when new information becomes available regarding the replacements, identification of lead service lines, changing priorities, contract expirations, or changes in staff. This Plan is required to be kept on site and made available for IL EPA review upon request.

If a waterworks that has demonstrated that it has no lead, galvanized requiring replacement or lead status unknown service lines subsequently discovers any service lines in these categories in its distribution system, it must notify VDH ODW within 30 days of identifying the service line(s) and prepare an updated inventory in accordance with 40 CFR § 141.84(a) and a lead service line replacement plan in accordance with 40 CFR § 141.84 b on a schedule established by IL EPA

3. Responsible Parties

List names, titles, and details for the following:

1. Creating and maintaining the Lead Service Line Replacement Plan:
David Wilken, Public Works Supervisor/ Water Operator
2. Identification of lead service lines: David Wilken, Public Works Supervisor/ Water Operator
3. Maintenance of service line inventory: David Wilken, Public Works Supervisor/ Water Operator
4. Construction Oversight: David Wilken, Public Works Supervisor/ Water Operator
5. Funding: Michael Lopez, Village President
6. Public Outreach Coordinator: Lisa Cave, Village Clerk
7. Maintaining the online inventory updates: David Wilken, Public Works Supervisor/ Water Operator
8. Resubmission of the Lead Service Line Replacement Plan: David Wilken, Public Works Supervisor/ Water Operator
9. Other:

4. Service Line Inventory Development and Maintenance

Strategy for identifying service lines of unknown materials (40 CFR 141.84 (b) (1))

Check all applicable boxes. When completed, include completion date.

☒ **We do not have service lines of unknown material within our water system's service area**

Type of Review	Completion Date
☒ Building and plumbing codes	March 2024
☒ County and municipal ordinances	March 2024
☒ Emergency repair records	March 2024
☒ Historical building records and permits on each service connection	April 2023
☒ Distribution system maps and record drawings	July 2023
☐ Most recent approved LCR material survey	
☒ Ongoing updating of service line materials during normal operations	March 2024
☐ Capital improvement plans and/or master plans for distribution system development	
☒ Utility records including meter installation records, customer complaint investigations and field activity records	February 2024
☒ Utility construction standards, standard details, and standard operating procedures	January 2024
☐ Other documentation which indicates and/or confirms the location of lead service lines: Description of documentation	
☐ Community survey	
☒ Contacts within the water system, municipal office, or other local officials	May 2023
☒ Contact with previous water supply employee(s)	August 2023
☒ Historical data from bordering water supply's	September 2022
☒ Visual inspection	August 2023

☐	
☐	
☐ Scratch Test	
☐	
☐ Excavation – Vacuum	
☐ Excavation - Mechanical	
☐ Water quality sampling (specify protocol)	
☐ Predictive modeling	
☐ Other: (describe)	

5. Replacement Schedule Development and Replacement Considerations	
5a. Methods used to identify the prioritization of lead service line replacements (use numbers to indicate the level of priority, with “1” being the highest priority) (40 CFR 141.84 (b) (6))	
☐ Disadvantaged consumers* ☐ Known lead service lines* ☐ Sensitive populations* ☐ Proximity to high lead results* ☐ Previous partial replacement* ☐ Areas that receive many water quality complaints* ☐ Overburdened Communities* ☐ Licensed childcare centers* ☐ Areas with no service lines of unknown material ☐ Areas where all service lines are of unknown material ☐ Areas where pipe replacements are already being conducted ☐ Previous participation in PbCu sampling ☐ Areas with high density of children *Prioritization strategy must include, but is not limited to disadvantaged consumers, known lead service lines and sensitive populations.	☐ Age of current water main ☐ Proximity to other known contaminants ☐ System Pressure grade line ☐ Ownership ☐ LSLs close to interconnections with a wholesaler which utilizes corrosion control treatment ☐ Areas of source water or treatment changes ☐ Areas where all residents have agreed to participate in the program ☐ Service lines containing lead only on the water system side ☐ Service lines containing lead only on the property-owner side ☐ Predictive modeling results

Infants, young children, and pregnant women are the most vulnerable to lead exposure.

5b. Explanation of how the system is prioritizing replacement locations using the methods identified above and how the schedule will be implemented. *Example: The prioritization of the replacements is focused on identifying areas with sensitive populations such as daycares and preschools. Past sampling events have shown that these areas also have high lead results. By focusing replacement on these areas first, we are addressing the areas where lead contamination has the most adverse impacts on the health of those who drink the water.*

5c. Coordination with Property Owners

What portion of the service line is owned by the waterworks?	☐ The waterworks owns the entire service line (main to house)	☒ The waterworks owns a portion of the service line (main to curb stop or meter)	☐ The waterworks does not own any portion of the service line
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If the waterworks does not own the entire service line, will an ordinance need to be created which mandates the replacement of all lead service lines, regardless of ownership? ☐ Yes ☐ No

How will the system conduct public outreach regarding its lead service line replacement program? Provide links to all publicly available materials.

How will the system solicit property owner/customer's approval to replace lead service lines?

Provide a summary of any legal requirements or anticipated obstacles. *For example, prior to replacing the property-owner portion of a lead service line, a contract between the water system, contractor and property-owner must be signed and executed through the following process.*

In the event of a property owner/customer's refusal to replace the service line the water system will:

- ☐ Document the incident.
- ☐ Continue to contact the property owner/customer each year for participation and continue to document all outreach efforts.
- ☐ When applicable provide the property owner with the IDPH refusal form and a pitcher filter with 6 months of filters. (one time only)

5d. Coordination with Municipalities

How will the water system work with local municipalities in our service area to coordinate replacement efforts to minimize costs, impacts on roads, and neighborhood disturbances?

☒ Not applicable

- ☐ By meeting with municipalities on a ☐ monthly ☐ bi-monthly basis
- ☐ By participating in public meetings
- ☐ By attending council meetings
- ☐ By developing an outreach program with the municipalities/local authorities
- ☐ Other:

5e. Disposal of Lead Service Lines

How will the water system take steps to make sure all lead service lines removed are disposed of properly?

- ☐ By ensuring that the contractors remove them to an appropriate facility/scrapyard for disposal.
- ☐ By keeping records of the scrap sale ticket and receipts on file for our records.

5f. Emergency Replacement

What steps will the water system take in the event an emergency replacement is necessary?

- ☐ By having materials, staff resources, and procedures in place to replace the service line.
- ☐ By replacing the line as part of the emergency repair.
- ☐ By documenting the service line materials if they are made known and replacing at a later date.

7. Financing

7a. Lead Service Line Replacement Financing (40 CFR 141.84 (b) (7))

Will the water system need to have approval from another agency or governing body prior to beginning replacements (due to budgetary issues)?

- ☐ Yes
- ☐ No

If yes, explain:

List financial approvals, if any, that will need to be obtained before beginning replacements:

How will replacements be funded?

How will the utility address customer owned portions of service lines that are owned by customers who are unable to pay to replace the portion they own? (40 CFR 141.84 (b) (7))

Is the water system government owned? ☒ Yes ☐ No

- If yes, will the property owner be responsible for a portion of the replacement cost? ☒ Yes ☐ No
- If yes, what amount? The total cost of replacement from the meter pit to 18 inches inside foundation or the first shut off, as required by law.

Does the water system intend to utilize the resources available through the State Revolving Fund ? ☐ Yes ☐ No

- If yes, which funding does the system intend to utilize?

7b. Setting Aside Funds for Mailings and Other Future Costs

Our water system will ensure that there are adequate funds to cover the cost of lead service line replacement activities by:

- ☐ Securing and setting aside funds on a yearly basis to cover the additional costs of certified mailing associated with each phase of replacement.
- ☐ Securing and setting aside funds for any outreach costs associated with replacements.
- ☐ Securing and setting aside funds for customer samples following an LSL replacement.
- ☐ Securing and setting aside funds for filter pitchers and replacements provided following an LSL replacement.
- ☐ Making sure that there is adequate funding set aside if additional staffing is needed.
- ☐ Securing and setting aside funds if additional lead service lines and galvanized requiring replacement service lines are identified and must be replaced.

8. LSL Replacement Procedure

(40 CFR 141.84 (b) (2))

- ☒ We will comply with ANSI/AWWA C810-17 Replacement and Flushing of Lead Service Lines
- ☐ We will use alternative procedures, attached in Appendix C

9. Notification Requirements

Consumer Notification

- ☒ We will notify owners and non-owner customers of plans to conduct a full or partial service line replacement at least 45 days in advance (40 CFR 141.84 (b) (3)):
 - ☒ Using Template 5.
 - ☐ Using our own template (Attached in Appendix D).
- ☒ We will use IL EPA template letters for the following notifications:
- ☐ We will use our own templates letters for the following notifications (attached in Appendix D):
 - ☐ Public Education.
 - ☐ Lead Risk Mitigation.
 - ☐ Annual notifications of LSLs – Each year customers who still have an LSL must receive a notification.
 - ☐ Annual notifications of galvanized requiring replacement service lines – required every year.
 - ☐ Annual notifications of service lines with unknown materials – required every year.

10. Lead Risk Mitigation Procedures

Event	Pitcher or Filter Program	Sample	Flushing Instructions	Consumer Notification Template	Public Education
Full LSL Replacement	Yes	Yes	Yes	Template 1	Yes
Partial LSL Replacement	Yes	Yes	Yes	Template 1	Yes
Emergency LSL Replacement	Yes	Yes	Yes	Template 1	Yes
Customer Notifies Utility of intent to replace LSL in advance	Yes	No	Yes	Template 4	Yes
Customer Notifies Utility of LSL replacement after completion	Yes	No	Yes	Template 4	Yes
Disturbance of a LSL, GSR or Unknown Service Line	No	No	Yes	Template 2	No
Disturbance of a LSL, GSR or Unknown Service Line from replacement of a water meter, meter setter, gooseneck, pigtail or connector	Yes	No	No	Template 3	Yes

Pitcher or Filter Requirements – The waterworks must provide the consumer with a pitcher filter or point-of-use device certified by an American National Standards Institute (ANSI) accredited certifier to reduce lead, six months of replacement cartridges, and instructions for use before the affected service line is returned to service. If the affected service line serves more than one residence or non-residential building (e.g., a multi-unit building), the waterworks must provide a filter, **six months** of replacement cartridges and use instructions to every residence in the building.

Sample Requirements – The waterworks must offer to collect a follow-up tap sample between three months and six months after completion of a full or partial LSL replacement. The waterworks must provide the results of the sample to the customer as soon as practicable, but no later than 24 hours after the waterworks learns of the tap monitoring results.

Flushing Instructions – The waterworks must provide information about service line flushing before the affected service line is returned to service. These instructions are for the customer to flush the service line and premise plumbing of particulate lead.

Consumer Notification Templates -The waterworks must notify customers of the risk of elevated lead levels, provide public education materials, and provide flushing instructions before returning a service line to service following a replacement or disturbance. The templates address the required elements.

11. Lead Service Line Replacement Goal Rate (40 CFR 141.84 (b) (4))

The waterworks proposes a lead service line replacement goal rate of ____% per year. To calculate the number of service line replacements applicable to the goal rate, the replacement rate must be applied to the sum of known lead and galvanized requiring replacement service lines when the system first exceeds the trigger level plus the number of lead status unknown service lines in the beginning of each year of a system's annual goal lead service line replacement program.

12. APPENDIX *Check all that apply and are enclosed*

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|--|
| ☐ Appendix A: Flushing by the utility immediately after lead service replacement |
| ☐ Appendix B: Instructions for Customer Flushing following a lead service replacement (40 CFR 141.84 (b) (5)) |
| ☐ Appendix C: Replacement of Lead Service Lines (If provided by water utility) |
| ☐ Appendix D: Consumer Notification Templates |
| ☐ Appendix E: Notification Templates (If developed by water utility) |

Appendix A

Flushing by the utility immediately after lead service replacement

After all connections have been completed, the utility will flush the water from an outside connection (such as hose-bib or hose leading from the house side of the meter installation) to remove any particles in the service line and near point-of-entry. The flushing is best done, if possible and practical, before the meter is connected in the service using a "jumper" or straight pipe in place of the meter. The straight pipe will allow for a higher velocity flush and protects the meter from potential damage from lead pipe and other construction-related fragments. Flush at full velocity for at least 10 minutes. If the meter was replaced with a "jumper," it may be reconnected in the service after utility flushing. Following completion of flushing by the utility, the customer shall flush the interior premise plumbing as described in Appendix B.

Before the service line is returned to service, the water utility provides a copy of Appendix B, *Instructions for Customer Flushing*.

Appendix B

Instructions for Customer Flushing following a lead service replacement

After a service line is replaced, the customer should flush all interior premise plumbing before using the water again. Subsequent flushing by the customer should be done once every two weeks for three months or at other intervals based on monitoring results if available. Utilities may want to encourage best times to flush based on water demand and operations (for example, when neighbors' water usage is low, e.g., midmorning to dinner time or late at night). **Customers shall be advised to not use hot water in the premise plumbing until initial flushing is completed to prevent sedimentation of lead particles in premise hot water tanks.**

Instructions for customers.

1. Find all the faucets that will drain, including the basement and all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush.
3. Include the laundry tubs, outdoor hose-bibs, bathtubs, and showers as flushing points.
4. After all the aerators are removed, open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
5. After the faucets are all open in lowest floor, open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
6. After all faucets are opened, leave the water running for at least 30 minutes.
7. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
8. Clean aerators/screens at each faucet. You may need to replace aerators/screens if too old or worn. To clean aerators, cover the drain in your sink to prevent any aerator parts from falling into the drain, then unscrew the aerator and separate each part. Remove any small particles on the screen, soak the parts in white vinegar for a few minutes, and scrub the parts with a brush. After cleaning, put the aerator parts back together and screw the aerator back onto the faucet.

Consumer Notice Template 1

Full or Partial Lead Service Line Replacement

We completed a replacement, and we are required to provide this information.

[Name of Waterworks]

[Name and phone number for point of contact]

Flush your service line prior to use

After a service line is replaced, the customer should flush all interior premise plumbing before using the water again. Subsequent flushing should be done once every two weeks for three months or at other intervals based on monitoring results if available. **Do not use hot water in the premise plumbing until initial flushing is completed to prevent sedimentation of lead particles in premise hot water tanks.**

Instructions for customer flushing:

1. Find all the faucets that will drain, including in the basement and on all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush.
3. Include the laundry tubs, hose-bibs, bathtubs, and showers as flushing points.
4. After all the aerators are removed, open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
5. After the faucets are all open in lowest floor, open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
6. After all faucets are opened, leave the water running for at least 30 minutes.
7. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
8. Clean aerators/screens at each faucet. You may need to replace aerators/screens if too old or worn. To clean aerators, cover the drain in your sink to prevent any aerator parts from falling into the drain, then unscrew the aerator and separate each part. Remove any small particles on the screen, soak the parts in white vinegar for a few minutes, and scrub the parts with a brush. After cleaning, put the aerator parts back together and screw the aerator back onto the faucet.

Filter

We are required to provide consumers with a pitcher filter or point-of-use device certified by an American National Standards Institute (ANSI) accredited certifier to reduce lead, six months of replacement cartridges and instructions for use.

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

Lead is a common metal that has been in many consumer products but is now known to be harmful to human health if ingested or inhaled. It can be found in lead-based paint, air, soil, household dust, food, some types of pottery, and drinking water. Lead is rarely found in natural sources of water such as rivers, lakes, wells, or springs.

Steps you can take to reduce exposure to lead in drinking water:

- **Run your water before use.** Daily, allow the water to run at the tap for 5 minutes to flush water through the service line and plumbing in the house before using it for drinking or cooking. Taking a shower, running the dishwasher, or flushing the toilet will also flush your lines.
- **Use cold water for drinking, cooking, and preparing baby formula.** Do not cook with or drink water from the hot water tap as lead dissolves more easily into hot water. **Do not use water from the hot water tap to make baby formula.**
- **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.
- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Obtain an NSF (National Sanitation Foundation) Certified home water treatment device** that is certified to remove lead.
- **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder.

- **Check home wiring.** Water service lines are sometimes used to ground electrical lines. The wiring in your home or building may be attached to your water service line or elsewhere in your plumbing. If you have a lead service line, this can accelerate its corrosion. Have a licensed electrician check your wiring.
- **Get your child tested.** Contact your local health department or healthcare provider to find out how you can get your child's blood tested for lead if you are concerned about exposure.

Consumer Notice 2

Disturbance to a Known or Potential Service Line Containing Lead

There was a disturbance to your service line
[Name of Waterworks]
[Name and phone number for point of contact]

Potential for elevated lead levels in drinking water.

Following a disturbance to your service line, such as operating a valve, or changing your water meter, there is potential for elevated lead levels in your drinking water. Please review the following information.

Flush your service line prior to use.

After a service line is replaced, the customer should flush all interior premise plumbing before using the water again. **Do not use hot water in the premise plumbing until initial flushing is completed to prevent sedimentation of lead particles in premise hot water tanks.**

Instructions for customer flushing:

1. Find all the faucets that will drain, including the basement and all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush.
3. Include the laundry tubs, hose-bibs, bathtubs, and showers as flushing points.
4. After all the aerators are removed, open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
5. After the faucets are all open in lowest floor, open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
6. After all faucets are opened, leave the water running for at least 30 minutes.
7. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
8. Clean aerators/screens at each faucet. You may need to replace aerators/screens if too old or worn. To clean aerators, cover the drain in your sink to prevent any aerator parts from falling into the drain, then unscrew the aerator and separate each part. Remove any small particles on the screen, soak the parts in white vinegar for a few minutes, and scrub the parts with a brush. After cleaning, put the aerator parts back together and screw the aerator back onto the faucet.

Steps you can take to reduce exposure to lead in drinking water:

- **Run your water before use.** Daily, allow the water to run at the tap for 5 minutes to flush water through the service line and plumbing in the house before using it for drinking or cooking. Taking a shower, running the dishwasher, or flushing the toilet will also flush your lines.
- **Use cold water for drinking, cooking, and preparing baby formula.** Do not cook with or drink water from the hot water tap as lead dissolves more easily into hot water. **Do not use water from the hot water tap to make baby formula.**
- **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.
- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Obtain an NSF (National Sanitation Foundation) Certified home water treatment device** that is certified to remove lead.
- **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder.
- **Check home wiring.** Water service lines are sometimes used to ground electrical lines. The wiring in your home or building may be attached to your water service line or elsewhere in your plumbing. If you have a lead service line, this can accelerate its corrosion. Have a licensed electrician check your wiring.
- **Get your child tested.** Contact your local health department or healthcare provider to find out how you can get your child's blood tested for lead if you are concerned about exposure.

Consumer Notice Template 3

Disturbance to a Known or Potential Service Line Containing Lead

There was a disturbance to your service line from replacement of a water meter, water meter setter, gooseneck, pigtail, or connector

[Name of Waterworks]

[Name and phone number for point of contact]

Potential for elevated lead levels in drinking water

Following a disturbance to your service line from replacement of a water meter, water meter setter, gooseneck, pigtail, or connector on the service line. There is potential for elevated lead levels in your drinking water. Please review the following information.

Filters

We are required to provide consumers with a pitcher filter or point-of-use device certified by an American National Standards Institute (ANSI) accredited certifier to reduce lead, six months of replacement cartridges and instructions for use.

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

Lead is a common metal that has been in many consumer products but is now known to be harmful to human health if ingested or inhaled. It can be found in lead-based paint, air, soil, household dust, food, some types of pottery, and drinking water. Lead is rarely found in natural sources of water such as rivers, lakes, wells, or springs.

Steps you can take to reduce exposure to lead in drinking water

- **Run your water before use.** Daily, allow the water to run at the tap for 5 minutes to flush water through the service line and plumbing in the house before using it for drinking or cooking. Taking a shower, running the dishwasher, or flushing the toilet will also flush your lines.
- **Use cold water for drinking, cooking, and preparing baby formula.** Do not cook with or drink water from the hot water tap as lead dissolves more easily into hot water. **Do not use water from the hot water tap to make baby formula.**
- **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.
- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Obtain an NSF (National Sanitation Foundation) Certified home water treatment device** that is certified to remove lead.
- **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder.
- **Check home wiring.** Water service lines are sometimes used to ground electrical lines. The wiring in your home or building may be attached to your water service line or elsewhere in your plumbing. If you have a lead service line, this can accelerate its corrosion. Have a licensed electrician check your wiring.
- **Get your child tested.** Contact your local health department or healthcare provider to find out how you can get your child's blood tested for lead if you are concerned about exposure.

Consumer Notice Template 4

Customer Lead Service Line Replacement

Utility notified of intent to replace customer's portion of a LSL
Utility notified of completed replacement of customer's portion of a LSL
we are required to provide this information.
[Name of Waterworks]
[Name and phone number for point of contact]

Flush your service line prior to use

After a service line is replaced, the customer should flush all interior premise plumbing before using the water again. Subsequent flushing should be done once every two weeks for three months or at other intervals based on monitoring results if available. **Do not use hot water in the premise plumbing until initial flushing is completed to prevent sedimentation of lead particles in premise hot water tanks.**

Instructions for customer flushing:

1. Find all the faucets that will drain, including the basement and all floors in your house.
2. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush.
3. Include the laundry tubs, hose-bibs, bathtubs, and showers as flushing points.
4. After all the aerators are removed, open the faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
5. After the faucets are all open in lowest floor, open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
6. After all faucets are opened, leave the water running for at least 30 minutes.
7. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
8. Clean aerators/screens at each faucet. You may need to replace aerators/screens if too old or worn.

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Steps you can take to reduce exposure to lead in drinking water

- **Run your water before use.** Daily, allow the water to run at the tap for 5 minutes to flush water through the service line and plumbing in the house before using it for drinking or cooking. Taking a shower, running the dishwasher, or flushing the toilet will also flush your lines.
- **Use cold water for drinking, cooking, and preparing baby formula.** Do not cook with or drink water from the hot water tap as lead dissolves more easily into hot water. **Do not use water from the hot water tap to make baby formula.**
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- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Obtain an NSF (National Sanitation Foundation) Certified home water treatment device** that is certified to remove lead.
- **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder.
- **Check home wiring.** Water service lines are sometimes used to ground electrical lines. The wiring in your home or building may be attached to your water service line or elsewhere in your plumbing. If you have a lead service line, this can accelerate its corrosion. Have a licensed electrician check your wiring.

- **Get your child tested.** Contact your local health department or healthcare provider to find out how you can get your child's blood tested for lead if you are concerned about exposure.

Consumer Notice Template 5

Planned Lead Service Line Replacement

We plan to complete your lead service line, and we are required to provide this information.

[Name of Waterworks]

[Name and phone number for point of contact]

Planned replacement date: [date]

[Use for partial service line replacement:]

Planned Partial Lead Service Line Replacement

We plan to partially replace a lead service line (e.g., replace only the portion of a lead service line owned by the water utility) in coordination with planned infrastructure work. We will replace the lead service line from the water main to the water meter.

Notice Required

We must provide this notice to the owner of the affected service line, or the owner's authorized agent, as well as non-owner resident(s) served by the affected service line at least 45 days prior to the replacement.

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

Lead is a common metal that has been in many consumer products but is now known to be harmful to human health if ingested or inhaled. It can be found in lead-based paint, air, soil, household dust, food, some types of pottery, and drinking water. Lead is rarely found in natural sources of water such as rivers, lakes, wells, or springs.

Customer Portion of the Service Line

The customer or property owner is responsible for maintaining the portion of the service line from the water meter to the home or building (customer service line). As part of the planned infrastructure work, you may work with us to replace the customer service line at the same time as utility service line. The water utility is not required to bear the cost of replacement of the customer service line. Please contact us at the phone number above to learn more about replacement of the customer service line.

[Use for Full Service Line Replacements:]

Planned Full Lead Service Line Replacement

We plan to complete a full replacement of a lead service line (i.e., replace entire lead service). We will replace the lead service line from the water main to the home or building.

Notice Required

We must provide this notice to the owner of the affected service line, or the owner's authorized agent, as well as non-owner resident(s) served by the affected service line at least 45 days prior to the replacement.

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

Lead is a common metal that has been in many consumer products but is now known to be harmful to human health if ingested or inhaled. It can be found in lead-based paint, air, soil, household dust, food, some types of pottery, and drinking water. Lead is rarely found in natural sources of water such as rivers, lakes, wells, or springs.

Customer Portion of the Service Line

The customer or property owner is responsible for maintaining the portion of the service line from the water meter to the home or building (customer service line). Before proceeding with the work, we must establish an agreement. Please contact us at the phone number above to learn more about replacement of the customer service line.