**Delete these instructions prior to issuing notice:**

Highlighted text should be edited.

Red text is optional, delete if not using.

Blue text is optional RCAP considerations. These are general guidance items and optional additions. Delete if not using.

Consider adding your community’s logo at the top of the page or in the header. This adds to the authoritative nature of this message.

[INSERT CONSUMER NAME AND ADDRESS]

Re: **Notification of Lead Status Unknown (Unknown) Service Line**

Dear Consumer:

[INSERT NAME OF PWS] is the public water system (PWS) responsible for providing drinking water to this location. This notification is being sent because this home or building has a lead status unknown service line. This means that your service line material is unknown and may be lead, galvanized requiring replacement, or a non-lead material. A service line is a pipe that connects the water main to the building.

Consider adding a diagram of service line here. The diagram below is borrowed from the same Ohio EPA webpage, where this template comes from. Also, consider adding a summary of service line ownership rules in your community. Customers may be unaware that they own any of the service line.



Credit OEPA, original found at: https://epa.ohio.gov/divisions-and-offices/drinking-and-ground-waters/public-water-systems/service-line-inventories

**What Does This Mean?**

Under the authority of the Safe Drinking Water Act, the US Environmental Protection Agency (EPA) requires us to notify water consumers who are served by a lead status unknown service line. A lead status unknown service line is where the service line material is not known to be lead, galvanized requiring replacement, or a non-lead service line, and there is no documented evidence supporting the material classification.

**What are the Health Effects of Lead?**

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, and kidney or nervous system problems. Contact your health care provider for more information about your risks.

**What Can I Do to Reduce Exposure to Lead if Found in My Drinking Water?**

* ***Do not boil water to remove lead.*** Boiling water will not reduce lead.
* ***Flush your tap if it has been unused for 6 or more hours.*** Lead levels increase over time as water sits in lead-containing plumbing materials. Regular water usage in your home or building can reduce lead levels in drinking water. When water has not been used for 6 hours or more, homes and buildings served by lead or a galvanized requiring replacement service lines should be flushed until you note a temperature change, then flush for one more minute.
* ***Use cold water for cooking, drinking, and preparing baby formula***. Do not cook with, drink, or make baby formula from your hot water tap. Lead dissolves more easily in hot water. Always use cold water and heat if needed.
* ***Use an ANSI certified lead filter****.* Filters certified to the ANSI/NSF 53 standard for lead removal can be effective at reducing lead levels in water. [IF PWS IS MAKING FILTERS AVAILABLE, INCLUDE INFORMATION ON HOW THE CONSUMER CAN OBTAIN A FILTER]
* ***Regularly clean your faucet aerators.*** Over time, particles containing lead can build up on the inside of aerator screens. Cleaning aerators regularly will help eliminate this source of lead.
* ***For pregnant persons, infants, and young children.***Some populations such as pregnant persons, infants, and young children may be more at risk from the harmful effects of lead. These populations may consider taking extra precautions if their home is served by a lead or galvanized requiring replacement service line. These extra precautions may include having their drinking water analyzed for lead, using an alternative source of water (such as bottled water), or utilizing a filter certified to ANSI/NSF 53 standard for lead removal. [OPTIONAL: PWS CAN ADD OTHER OPTIONS THAT CONSUMERS CAN TAKE TO REDUCE EXPOSURE]
* ***Replace lead containing plumbing fixtures.*** Many old faucets, valves and other plumbing fixtures may contain lead. Identify if your building’s plumbing fixtures contain lead, and replace them when appropriate.
* ***You may wish to have your child’s blood tested for lead***. Your local county health department can be reached for additional assistance.
* (OPTIONAL, LIKELY REQUIRED WITH LCRI IN 2027): You may wish to test your water for lead. To request this, contact [INSERT PWS CONTACT INFO] for more information.

(OPTIONAL, LIKELY REQUIRED WITH LCRI IN 2027): This will become required in 2027, this has been included in the final LCRI rule. To obtain a copy of the service line replacement plan [OR VIEW THE PLAN ONLINE], please visit [INSERT WEBSITE ADDRESS OR PHYSICAL ADDRESS / LOCATION THAT THE SERVICE LINE REPLACEMENT PLAN CAN BE FOUND].

**(OPTIONAL SECTION) RCAP Recommends that you keep this section and add information to let the public know what preventative measures are being taken through your operations. What is [INSERT NAME OF PWS] Doing?**

[PWS can insert what they are doing to reduce lead levels. This could include corrosion control treatment installed, recent lead and copper compliance sample 90th percentiles, or any relevant plan in place]

The following are items to consider including. They are not listed in any structured order. Considered ordering them in from most relevant to least relevant to your specific system.

* Treatment process corrosion control. For example: Our water treatment process produces quality water which meets all safety standards. Our corrosion control process greatly reduces the risk of lead from piping entering our drinking water.
* Lead and copper sampling plan results. For example: The water department routinely monitors for lead in the water through sampling. This process has been in place for 2 decades. The results consistently return low, or non-detectable, lead levels. These results are published annually in our consumer confidence report (CCR) which is available at…
* History of lead pipe use in the system. This would be especially relevant to systems who do not believe they have any lead pipes but lack the documentation to prove it. For example: The practice of installing lead piping for water service lines was generally accepted, and most occurred, prior to 1940. While lead pipe was not federally banned until 1988 (through the Safe Drinking Water Amendments of 1986), most lead service lines are believed to have been installed between 1900 and the 1930s.
	+ **If your system does not believe they have any lead service lines:** While The water system does not have complete documentation of the pipe materials used for service lines. However, no lead service lines have been found and we have reason to believe that there are none in our system. We will continue to verify pipe materials and complete our record keeping.
	+ **If your system does have lead services lines:** While lead service lines do not exist within our water distribution system, we do not currently have complete documentation on which homes are affected. [ADD WORDING ABOUT HOW WIDESPREAD THESE MIGHT BE] We are working to inspect and verify service lines to complete our inventory. In general, homes built before 1940 are most likely to have a lead service line.
* Let the customers know what verification work has already been done. For example: The water department began mapping the locations of lead service lines in 2017. We have since improved our records and developed an initial service line inventory, as required by federal regulations. We have previously sent customers and opportunity to self-survey and report their service line material. We have also had our staff and partners physically inspect service lines in homes and businesses. Furthermore, we have begun to physically inspect service lines through excavation. This process will continue until all unknowns are removed from our inventory.
* Let customers know that plans are being made to replace lead service lines in the future. For example: We are currently drafting a plan to replace lead service lines. This plan will be completed by the end of 2027 and made available to the public. The plan will include identification of all remaining unknown service lines and lay out funding strategies to reduce the impact of expenses related to service line replacement.

**What Can You do About Your Lead Status Unknown Service Line?**

[REQUIRED: INSERT INFORMATION ABOUT OPPORTUNITIES FOR IDENTIFYING AND VERIFYING THE MATERIAL OF THE SERVICE LINE]. (*You can find example language in the guidance document “Service Line Inventory Material (SLIM) Notification Guidance”*).

You are required to include something in this section, even if there is not any available funding mechanism in place for customers. The following are items to consider:

* If you do not have a policy or funding mechanism in place to address service line replacement, state it as-is. For example: At this time, we are unaware of any existing programs that would allow homeowners to have their service line replaced for free. However, we will continue to search for programs and grants that will lessen the burden of any necessary replacements, as they arise.
	+ Optionally, explain your service line ownership policy here.
* For customers with unknown private side of line, give them another opportunity to self-report their material/ status. For example: You can help in the completion of our service line inventory by confirming the material of your service line. Return the attached survey form after following the directions to determine which pipe material you have.
	+ Give an option to request help from the water department, if needed.
	+ **Customer self-survey is only useful for customers with unknown status on the customer side. If the customer side is known, do not include another survey.**

**For More Information, Please Contact**: [INSERT CONTACT INFORMATION FOR YOUR PWS], visit U.S. EPA’s website at [www.epa.gov/lead](http://www.epa.gov/lead), or visit Ohio EPA’s [Learn About Lead | Ohio Environmental Protection Agency](https://epa.ohio.gov/monitor-pollution/pollution-issues/learn-about-lead#:~:text=Ohio%20law%20includes%20requirements%20related%20to%20lead%20and,ensuring%20public%20water%20systems%20optimize%20corrosion%20control%20treatment.) website. For information about other lead exposure, please visit the Ohio Department of Health’s [Childhood Lead Poisoning](file:///C%3A/Users/10181552/Downloads/For%20information%20about%20water%20and%20other%20lead%20exposure%2C%20please%20visit%20the%20Ohio%20Deparmnt%20of%20Health%E2%80%99s%20website%20at%20https%3A/odh.ohio.gov/know-our-programs/childhood-lead-poisoning) website. [OPTIONAL: PWS CAN INSERT OTHER RELEVANT LINKS]

***Please share this information with all the other people in this home or building, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.***