



November 2024

Notice of Unknown Service Line Material*

This notice contains important information about your drinking water as required by the U.S. Environmental Protection Agency, to be sent annually until your service line is verified to be non-lead. Please share this information with anyone who drinks and/or cooks using water at this property. **Property managers are required to post and share this notice with residents and tenants, as applicable.*

Dear Valued Customer,

Protecting public health and safety is at the heart of the City of Richmond's mission. Richmond's drinking water is safe, clean and reliable and the Department of Public Utilities (DPU) works around the clock to ensure this commitment is kept.

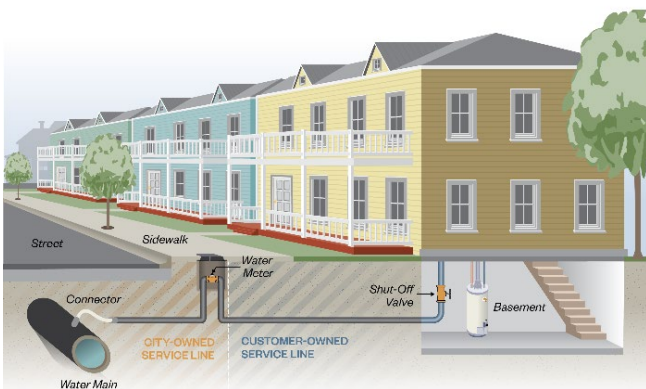
As part of our promise to prioritize water protections, we launched the Lead Free Water Program to comply with the EPA's Lead and Copper Rule Revisions (LCRR) and are working to identify service line materials throughout the water system. We have determined through a records review and/or field verification that either a part or all of the water pipe (called a service line) that connects your property to the water main is made from unknown material but could be lead or galvanized pipe that was previously connected to lead.

In accordance with the LCRR, we are letting you know that people living in homes with a lead service line have an increased risk of exposure to lead from their drinking water. However, we want to assure customers that DPU carefully regulates the water chemistry to ensure it always meets or exceeds federal regulations to consistently provide high-quality drinking water.

We understand that learning your service line may be constructed with lead can be upsetting. Please call the Lead Free Water helpline at (804) 646-8600 or visit www.rva.gov/public-utilities/leadfreewater for additional information or assistance.

Service line material information

To view DPU's information for the service line on your property, scan this QR code to access the inventory map.



Type in your address and click on the marker to view your service line material. If it is listed as "unknown" in our records, you will be prompted to take a survey with instructions on how to identify the material of your service line and submit the information to us.



NOTE: Only customers with an unknown service line on the customer side as shown in the graphic to the left will be prompted to take the survey. If the map indicates that the unknown portion is on the utility side, no further action is needed.

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.

Steps you can take to reduce lead in drinking water.

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

- Use a filter certified by an American National Standards Institute accredited certifier to reduce lead, which is effective in reducing lead exposure.
- Clean your faucet aerator to get rid of sediment, debris and possible lead particles.
- Use cold water for drinking, cooking and preparing baby formula, as lead dissolves more easily into hot water. Note: Boiling water does not remove lead.
- Run the tap to flush water through the service line and plumbing. Taking a shower, running the dishwasher or flushing the toilet will flush your lines.
- For more detailed information, read *How to Reduce Your Exposure to Lead in Drinking Water* on our webpage by scanning this QR code:

www.rva.gov/public-utilities/leadfreewater



Water Testing Options. You can contact a certified laboratory or the City. Note: A water sample may not adequately capture or represent all sources of lead that may be present. Information on sources of lead that includes service lines and interior plumbing as well as a list of certified labs is available on the Lead Free Water website.

Replacing Lead Service Lines. For information on DPU's service line replacement program, visit the Lead Free Water website. If you are planning on replacing the portion of the service line that you own (customer side), please notify us. The graphic on the reverse illustrates the portion of the service line that is the City and customer responsibility.

Potential Funding Solutions. The City, with the Virginia Department of Health (VDH), has provided grant funds for private lead service line replacements over the years, and is currently in the process of developing new funding solutions. Visit the Lead Free Water website for updates.

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>.

Para recibir este aviso en español, visite el sitio web: www.rva.gov/public-utilities/leadfreewater