



Important - Annual Notice About Your Water Pipes and Risk of Lead

Dear Valued Customer,

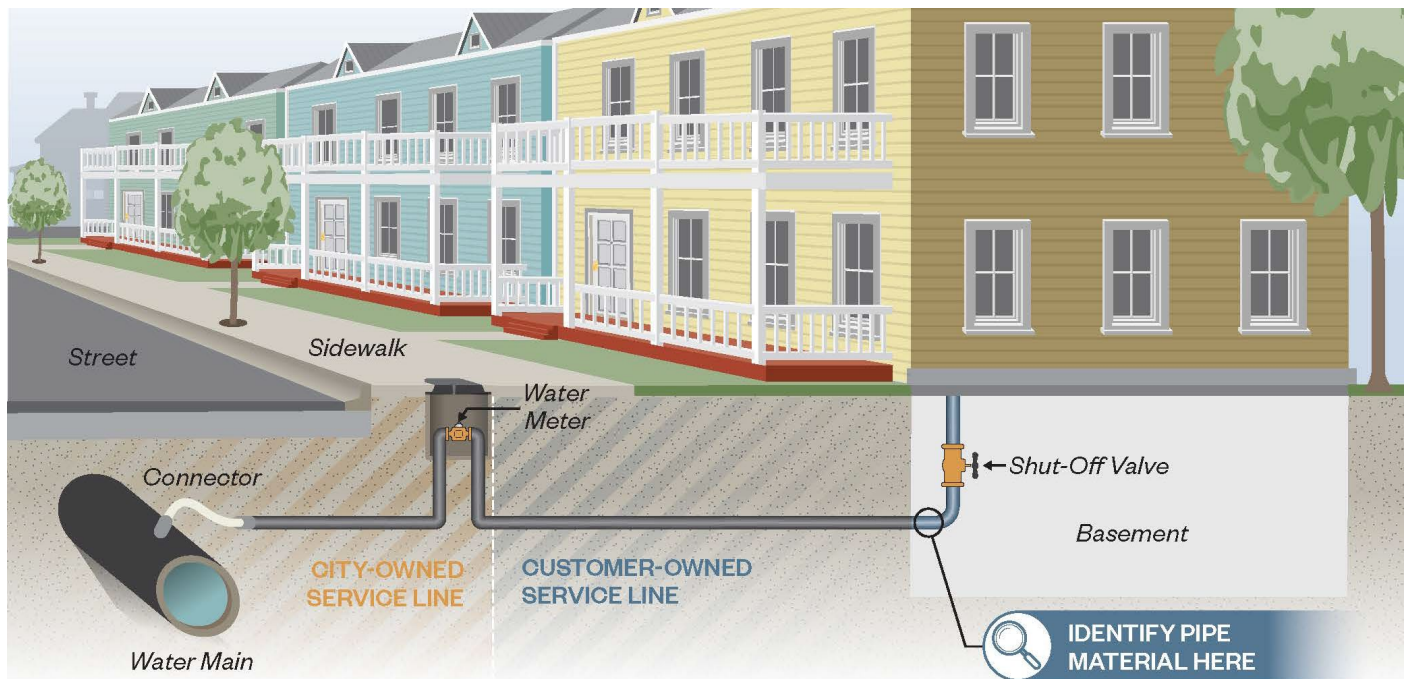
This notice contains important information about your drinking water as required by the U.S. Environmental Protection Agency Lead and Copper Rule Revisions (LCRR), to be sent annually until your service line is verified to be nonlead. Please share this information with anyone who drinks and/or cooks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

BACKGROUND. Protecting public health and safety is at the heart of the City of Richmond's mission. The water leaving the City's Water Treatment Plant is tested regularly and contains no detectable levels of lead. Lead risk comes from water service lines between the water main and your building, and from internal plumbing fixtures. DPU provides corrosion control at the Water Treatment Plant to reduce the likelihood of exposure, however no amount of lead is safe.

WHAT KIND OF WATER SERVICE LINE DO I HAVE? Either a part or all of the pipe that connects your property to the water main is classified as **GALVANIZED REQUIRING REPLACEMENT**. **People drinking water from a "galvanized requiring replacement" service line have an increased risk of exposure to lead from their drinking water because galvanized pipe can absorb lead.**

HOW WAS MY SERVICE LINE MATERIAL DETERMINED?

Your home's pipe classification was determined through a records review and/or field verification.



ADDITIONAL SERVICE LINE MATERIAL INFORMATION

To view additional information, go to the Lead Free Water website's Inventory Map and input your address. You may find that the customer side service line material is classified as unknown and may be lead or galvanized requiring replacement. We recommend completing the material survey as soon as

possible. The easy-to-follow instructions take less than five minutes to complete! **OR Get a Free Check!** Call one of the participating plumbers on the list found on the Lead Free Water website. They will come to your house for **free** and check your pipe!

WHY IS LEAD BAD? (HEALTH WARNING)

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 risks of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

QUICK TIPS FOR SAFER WATER

Below are recommended steps you can take, separately or in combination, if concerned about lead in your drinking water. Additional tips can be found at the City's Lead Free Water website below.

- **Flush the Tap:** 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.
- **Use Cold Water Only:** 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.**
- **Clean the Faucet Tip:** Clean the small screen (called an aerator) on your faucet to get rid of sediment, debris, and possible lead particles. Lead bits can get stuck there.
- **Get a Filter:** Use a filter certified by an American National Standards Institute accredited certifier to reduce lead, which is effective in reducing lead exposure.

WATER TESTING OPTIONS

If you are concerned about lead levels, please contact DPU or a certified laboratory listed on the Lead Free Water website and request sampling.

OPPORTUNITIES AND FUNDING FOR LEAD AND GRR SERVICE LINE REPLACEMENTS

The best way to eliminate the risk of lead entering drinking water is to replace all lead and galvanized requiring replacement service lines. The City has obtained grant funds for customer-owned service line replacements and is currently working on details for a block-by-block service line replacement program to be completed by 2037. DPU cannot use ratepayer funds for work on private property, therefore this program is entirely dependent on grant funds.

If you decide to have your customer-owned service line replaced at your own expense ahead of DPU's block-by-block program coming to your neighborhood, please notify DPU before the work begins and after it is complete. Submit photo documentation to the Service Line Inventory found on the Lead Free Water website so the status of the customer-owned service line is updated in the public inventory. DPU is required to replace the City-owned service line if it is lead or galvanized requiring replacement.

MORE 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>.

For more information on the City's Lead Free Water Program scan the QR code, visit www.rva.gov/public-utilities/leadfreewater, or call the DPU Lead Free Water Hotline at 804-646-8600.



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