



Disturbance Notification for Lead and/or Galvanized Service Line Materials

Dear Valued Water Customer,

Our records indicate the service line materials delivering water to your property were lead and/or galvanized steel. Upon encountering these materials, the City of Wilmington is required to replace your water service line with copper. This replacement has been done at no cost to you. We recently conducted work on your street that may have disturbed your previous service line. This disturbance and replacement may have caused potential lead release from the service line into your water.

We strongly urge you to take the following actions to minimize your potential exposure to lead:

- **Flush your house/building plumbing.** Please read the enclosed flushing instructions and conduct flushing of your house/building plumbing system when water services are restored to remove particulate lead that may have been released from the disturbance.
- **Filter your water to reduce lead.** As a precaution, we are providing you with a water filter and a six-month supply of replacement cartridges that are certified to remove lead, if present, in your drinking water. Please read the manufacturer's instructions to learn how to properly install 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.
- **Use Cold Filtered Water.** Use only cold filtered water for drinking, cooking and making baby formula. Boiling water does not remove lead from water.
- **Review the information below about the health effects and sources of lead as well as additional actions you can take to further reduce your exposure to lead in drinking water.**

What are the 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.

WILMINGTON WATER UTILITY | PHONE: 302-576-3878 or use Wilmington311

E-MAIL: water@wilmingtonde.gov | www.WilmingtonDEWater.gov

After a Disturbance Notification





Identify and replace your lead service line, plumbing with lead solder or plumbing fixtures containing lead.

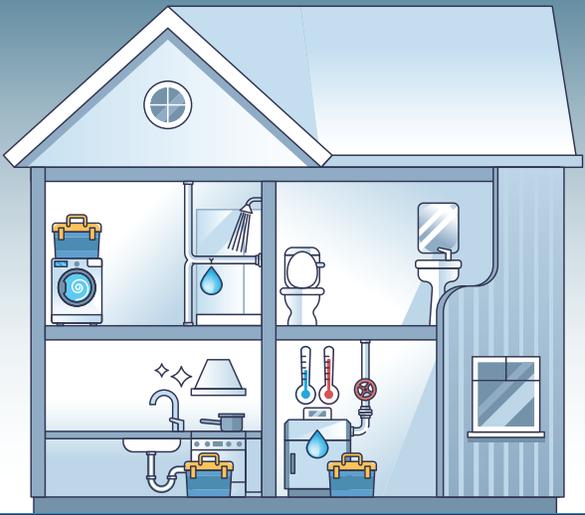
- ***Install lead-free faucets and fixtures.*** Look for lead certification marks indicating the new product is lead free, and then replace old faucets and fixtures. Visit www.nepis.epa.gov and search for lead free certification for more information.

Providing safe, reliable drinking water to our consumers and the community is our top priority, and we are committed to reducing lead exposure in water. If you feel the water service line material does not accurately reflect your property, or if you have any questions regarding this letter, please contact the Public Works Call Center at 302-576-3878. For more information about Wilmington Water's Lead Reduction Program, please visit to the City of Wilmington Water Website.

For More Information

Call us at Wilmington311 or visit our website at WilmingtonDEWater.gov. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at www.epa.gov/lead, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider or local health department.





FLUSHING INSTRUCTIONS AFTER WATER SERVICE LINE DISTURBANCE

READ ALL INSTRUCTIONS. In order to reduce potential lead concentrations in your potable water supply following a disturbance to your water service line, it is important to follow all these instructions. If you have any questions, please contact the City of Wilmington at Wilmington 311 or call 302-576-2620.

GENERAL NOTES

- A. All household/building plumbing should be flushed when the water service is turned back on or before next water use following the service line disturbance.
- B. Flush using cold water taps only. Do not use hot water until initial flushing is completed to prevent lead particles settling in your hot water tank.

BEFORE YOU FLUSH

-  Find all the faucets that will drain, including the basement and all floors in your house.
-  Remove or bypass all fixture filters. You should not flush through a filter.
-  Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush. Include the laundry tubs, hose-bibs, bathtubs, and showers as flushing points.

5 STEPS TO FLUSHING

-  1 After all the aerators are off, open the cold water taps in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water.
-  2 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.
-  3 After all faucets are opened, leave the water running for at least 30 minutes.
-  4 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.
-  5 Clean and re-install aerators/screens at each faucet and showerhead. Replace screens/aerators if too old or worn.