



Month Date, Year

Jane Smith

1000 E. Ohio St.

City, State Zip Code

Notification Your Water Service Line is Made of Unknown Material

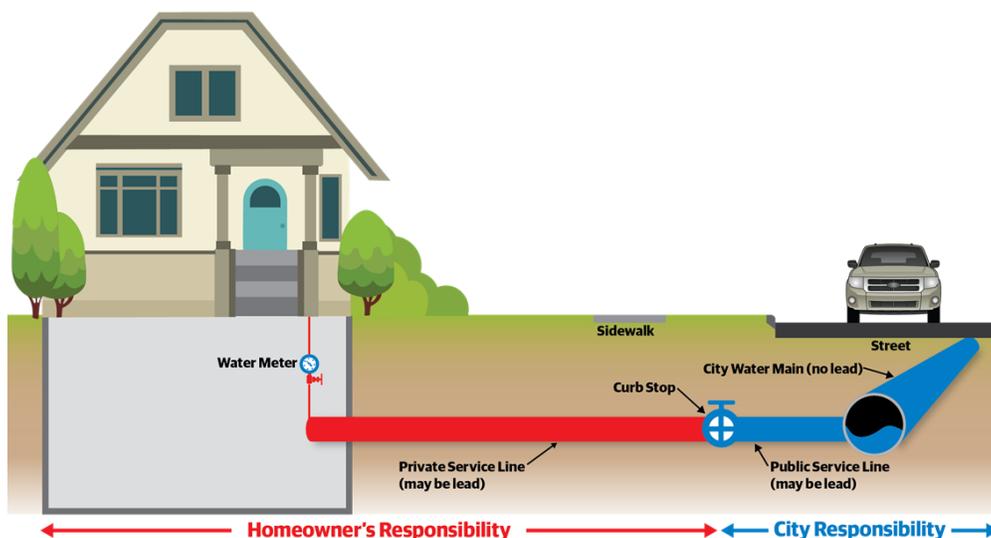
** La versión en Español de esta carta está disponible en el sitio web de la Ciudad de Wilmington.*

Dear Valued Water Customer,

The City of Wilmington is focused on protecting the health of every household in our community. This notice contains important information about your drinking water. Please share this information with anyone who drinks and/or cooks using water at this property.

A service line is the pipe that connects your building to the City's water main. Wilmington is currently working to identify all the service lines to determine what they are made of. This letter is to inform you that your service line made from an **unknown material**. Because your service line material is unknown, there is the potential some or all the service line could be made of lead or is a galvanized pipe that was previously connected to lead. People living in homes with a lead or galvanized pipe previously connected to a lead service line have an increased risk of exposure to lead from their drinking water.

Ownership of your service line is split between the City of Wilmington and the property-owner as shown in the graphic below, where the City owns the service line from the street to the curb stop, and the property owner is responsible for the portion of the service line from the curb stop to the building. For additional information on service line material classification of each portion, refer to our service line inventory map at WilmingtonDEWater.gov (QR code on Page 4).



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

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

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Identifying Your Service Line Material

To help identify the material of your private service line, the City has an online survey available with the QR code on Page 4. If you believe your service line material to be lead, please call the Public Works Call Center at (302) 576-3878 or use Wilmington311 and request an evaluation of your service line material.

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.

What Can I Do to Reduce Exposure to Lead in Drinking Water?

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

- **Run the cold water to flush out lead.** The more time water has been sitting in pipes providing water to your home, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. If water has not been used for several hours, run the cold-water faucet for 5 minutes to flush lead from interior plumbing or until it becomes cold or reaches a steady temperature before using for drinking or cooking.
- **Use cold water for drinking, cooking, and preparing baby formula.**
 - **Do not** cook with or drink water from the hot water tap. Lead dissolves more easily into hot water. Boiling water does not remove lead from water.
 - **Do not** use water from the hot water tap to make baby formula.
- **Use your filter properly.** Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. For more information on facts and advice on home water filtration systems, visit EPA's website at <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead>.
 - If you use a filter, make sure it is certified to remove lead. Read the directions 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.
 - Contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters.
- **Clean your faucet aerators.** Regularly clean your faucet's screen (also referred to as an aerator). Sediment, debris, and metals, including lead particles, can collect in the aerator. If lead particles are caught in the aerator, lead can get into your water.
 - These screens should be removed and cleaned regularly.

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- After removing the aerator, it is recommended you flush the cold-water line for 5 minutes.
- **Have your water tested for lead.** You may contact a certified laboratory to have your water tested for lead. A list of certified laboratories is available at <https://dhss.delaware.gov/dph/hsp/dwlabcert.html>.
 - **Note:** A water sample may not adequately capture or represent all sources of lead that may be present. For information on sources of lead that include service lines and interior plumbing, please visit <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water#getinto>.
- **Get your child's blood lead level tested.** A family doctor or pediatrician can perform a blood test for lead and provide information about the health effects of lead. Delaware's Childhood Lead Poisoning Prevention Act requires that all children be screened for lead at 12 months of age, and again at 24 months of age. Proof of screening is required for enrollment in childcare and kindergarten. While there is no safe level of lead in children's blood, capillary screening results 3.5 µg/dL or higher are considered "elevated" and require further action. For more information on Delaware's Childhood Lead Poisoning Prevention Program, please visit <https://www.dhss.delaware.gov/dhss/dph/hsp/lead.html>.

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

- **Lead service line replacement.** During scheduled water main replacement projects, the City will offer to replace LSLs at no cost to the property owner.
- **If you are planning to replace your LSL,** please contact us at (302) 576-3878 or Wilmington311 prior to replacement and we will coordinate efforts to replace our portion of the LSL, if applicable.
- **Homeowner Connection Subsidy Program.** City provides partial reimbursement for customers who proactively replace the privately owned portion of their service line. Eligible customers must hire a licensed plumber and complete the replacement work on their own initiative.
- **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 <https://www.epa.gov/nscep> 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 us. To learn more about potential financing solutions to assist property owners with replacement of LSLs, please refer to the City of Wilmington Water Website.

For More Information

Call the Public Works Call Center at (302) 576-3878 or 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.

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Web Resources (QR Codes)

Wilmington Water Website



Service Line Material Survey



EPA Lead Homepage



EPA Basic Info About Lead



EPA Point-of-Use Filter Guide



Delaware Approved Laboratories

