

Notice of Confirmed Lead Service Line

[\[Public Water System \(PWS\) name\]](#) 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. In addition to people directly served at this property, this can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property.

[\[PWS name\]](#) has determined that [\[a portion of or the entire\]](#) water pipe (called a service line) that connects your [\[home, building, or other structure\]](#) to the water main is made from lead. People living in homes with a lead service line may have an increased risk of exposure to lead from their drinking water.

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 worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce 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.

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. Read any directions provided with the filter to learn how to properly install, maintain, 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. 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>.

Clean your aerator. Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

[\[Areas prone to drought or currently experiencing scarcity of water may want to omit or edit this recommendation.\]](#) Run your water. 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. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home

Learn about construction in your neighborhood. Contact us at [\[phone number and/or email address\]](#) to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.

Have your water tested. Contact us, your water utility, at [\[insert PWS contact information - phone, email, etc.\]](#) to have your water tested and to learn more about the lead levels in your drinking water. Alternatively, you may contact a certified laboratory to have your water tested for lead. 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>.

Replacing lead service lines

[\[Insert information about your water system's lead service line replacement program, if applicable, or other opportunities to replace lead service lines.\]](#)

If you are planning on replacing the portion of the service line that you own, please notify us at [\[insert PWS contact information - phone, email, etc.\]](#).

For information about potential financing solutions to assist property owners with replacement of lead service lines, please contact us at [\[insert PWS contact information - phone, email, etc.\]](#).

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>.

Contact the Iowa Department of Public Health. Contact your county or state health department if you have concerns about health effects caused by lead.

Notice of galvanized service line that is or was downstream of a lead service line

[\[Insert PWS name\]](#) 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. In addition to people directly served at this property, this can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property. [\[Insert PWS name\]](#) has determined that [\[a portion or the entire\]](#) water pipe (called a service line) that connects your [\[home, building or other structure\]](#) to the water main is made from **galvanized material** and may have absorbed lead. EPA has defined these service lines as “galvanized requiring replacement”¹. Our records either indicate that lead service line pipe may be present or might have been present in the past. If you have information that could help us better describe your service line, contact us at [\[contact via phone, email and/or visit website\]](#).

Galvanized service lines that have absorbed lead can contribute to lead in drinking water. People living in homes with a galvanized service line that has absorbed lead may have an increased risk of exposure to lead from their drinking water.

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 worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce 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.

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. Read any directions provided with the filter to learn how to properly install, maintain, 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. 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>. **Clean your aerator.** Regularly remove and clean your faucet’s screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

[\[Areas prone to drought or currently experiencing scarcity of water may want to omit or edit this recommendation\]](#). Run your water. 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. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home

Learn about construction in your neighborhood. Contact us at [\[phone number and/or email address\]](#) to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.

Refers to a galvanized service line that is or was at any time downstream of a lead service line or is currently downstream of a "Lead Status Unknown" service line.

Have your water tested. Contact us, your water utility, at [\[insert PWS contact information - phone, email, etc.\]](#) to have your water tested and to learn more about the lead levels in your drinking water. Alternatively, you may contact a certified laboratory to have your water tested for lead. 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>.

Replacing lead service lines

[\[Insert information about your water system's lead service line replacement program, if applicable, or other opportunities to replace lead service lines.\]](#)

If you are planning on replacing the portion of the service line that you own, please notify us at [\[insert PWS contact information - phone, email, etc.\]](#).

For information about potential financing solutions to assist property owners with replacement of lead service lines, please contact us at [\[insert PWS contact information - phone, email, etc.\]](#).

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>.

Contact the Iowa Department of Public Health. Contact your county or state health department if you have concerns about health effects caused by lead.

Notice of unknown service line material

[\[Insert PWS Name\]](#) 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. In addition to people directly served at this property, this can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property.

[\[Insert PWS name\]](#) is working to identify service line materials throughout the water system and has determined that the water pipe (called a service line) that connects your [\[home, building, or other structure\]](#) to the water main is made from **unknown material** but may be lead. Because your service line material is unknown, there is the potential that some or all of the service line could be made of lead or 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.

Identifying service line material

To help determine the material of your service line, please [\[contact PWS via phone, email and/or visit website\]](#). EPA has developed an online step-by-step guide to help people identify lead pipes in their homes called Protect Your Tap: A Quick Check for Lead. It is available at: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>.

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 worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce 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.

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. Read any directions provided with the filter to learn how to properly install, maintain, 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. 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>.

Clean your aerator. Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

[\[Areas prone to drought or currently experiencing scarcity of water may want to omit or edit this recommendation.\]](#) Run your water. 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. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home.

Learn about construction in your neighborhood. Contact us at [\[phone number and/or email address\]](#) to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.

Have your water tested. Contact us, your water utility, at [\[insert PWS contact information - phone, email, etc.\]](#) to have your water tested and to learn more about the lead levels in your drinking water. Alternatively, you may contact a certified laboratory to have your water tested for lead. 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>.

For information about potential financing solutions to assist property owners with replacement of lead service lines, please contact us at [\[insert PWS contact information - phone, email, etc.\]](#).

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>.

Contact the Iowa Department of Public Health. Contact your county or state health department if you have concerns about health effects caused by lead.

Notification of Known or Potential Service Line Containing Lead Instructions/ Certification

Per the Lead & Copper Rule Revisions, you must distribute public notice to each home or building that has a lead, galvanized requiring replacement (GRR), or unknown service line per the corresponding form above, and submit a certification of your activities and a copy of the notice to Iowa Department of Natural Resources (DNR) at the address listed below.

Notification of Service Line Content

You are required to provide the corresponding public notice above to all homes or buildings that have lead, galvanized requiring replacement, or unknown service lines. The notices must include the mandatory language in the examples provided with these instructions. It must be multilingual, where appropriate.

Distribution of the Notice

By [Date], you must provide the required notice to the people served at each residence or building where the following service lines exist: 1) lead, 2) galvanized requiring replacement, and/or 3) unknown. This can be accomplished through direct mail, including it with the water utility bill, or by hand delivery. A nontransient non-community (NTNC) may post the notice.

If you wish to use an alternate method that would still meet the requirements, contact the DNR-Water Supply Operations Section to discuss the method, prior to conducting the notice. (See your current Operation Permit for the contact information.)

Date completed: _____ (enclose a copy of notice)

Delivery Certification

I certify under penalty of law that I am familiar with the information submitted in this document and that it is true, accurate, and complete.

Name (print or type) _____ Title _____

Signature _____ Date _____

You must send a signed copy of this certification form to the DNR no later than the date indicated above. You must include with this certification a representative copy of one of the notices distributed. Send your service line notice and certification form to the following address:

**DNR - Water Supply Operations Section
6200 Park Ave Ste 200
Des Moines IA 50321**