**Customer Participation Letter (Sample)**

**INSERT PWS LETTERHEAD**

**PLEASE update or replace or highlighted text and remember that all records are required to be maintained for 12 years.**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear Valued Customer:

The quality of \_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s water consistently exceeds all State and Federal Standards. The \_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ would like to continue to provide you with a safe supply of water that meets all standards, but we need your help.

Periodically, all community water systems, including the \_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_ are required by the U.S. Environmental Protection Agency, US-EPA, and the Massachusetts Department of Environmental Protection (MassDEP), to measure lead and copper levels in their drinking water. Your home, located at \_\_\_insert customer’s address\_\_\_\_\_, has been selected to participate in our area wide sampling program to test for the presence of lead and copper in our drinking water because it meets the criteria of a residential building that contains lead materials. Lead and copper primarily enters drinking water systems through corrosion of household plumbing materials.

Your willingness to participate is crucial to monitoring the levels of lead in drinking water within the water company’s distribution system. These samples help assess whether lead and copper are present at unsafe levels and, if so, what steps should be taken to minimize a customer’s exposure through drinking water. The public water system is also required to continue using the same sites each monitoring period unless plumbing changes (i.e. lead pipes have been removed) have been made so that the site no longer meets the required criteria. The public water system will analyze the water sample free of charge, and notify you of the results within 30 days from receipt.

Having a general knowledge of your home’s water quality is important as it can directly impact

your health and the health of your family. If you would like to volunteer to participate in this testing, please do so by returning the enclosed participation card. After receipt of the participation card, a \_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ employee will call and ask you a few questions from a brief survey before water samples can be collected. Sample bottles will be delivered to your home by \_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ personnel and the completed water samples will be collected the following day.

If you volunteer to participate detailed instructions regarding the sampling procedures will be provided when the sample bottles are delivered. The lead and copper results will be provided to you at the completion of the area wide testing.

Please fill out the enclosed participation card and return it to us so that we may contact you and begin the sample collection process. I thank you for your cooperation and participation in this year’s lead and copper study.

Sincerely yours,

\_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Lead and Copper Volunteer Participation Card**

I am volunteering to participate in the \_\_\_\_insert PWS Name\_\_\_\_\_\_ periodic lead and copper sampling program. I expect to receive a call from the \_\_\_\_insert PWS Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with more information on this program.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Phone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Best time to call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Cell Phone #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Best time to call: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_