**Lead and Copper Rule Revisions**

**Consumer Notice Template**

**Service Line Material Notice: Lead Status Unknown Service Line**

**Instructions: (template follows)**

As the Lead and Copper Rule Revisions (LCRR) went into effect on October 16, 2024, all Public Water Systems (PWS) with lead, galvanized requiring replacement (GRR), or lead status unknown service lines in their service line inventory (SLI) pursuant to 40 CFR [§ 141.84(a)](https://www.ecfr.gov/on/2022-03-02/title-40/chapter-I/subchapter-D/part-141/subpart-I/section-141.84) must inform all persons served by the PWS at the service connection with a lead, galvanized requiring replacement, or lead status unknown service line of its material, through the use of a consumer notification.

**Note: To ensure all impacted consumers are notified both the owner and occupant of the service connection must be notified if they are not the same person.**

**Timing of notification -**

PWS were required to provide the initial notification to consumers by **November 15, 2024,** 30 days after the deadline to submit the SLI, as required under 40 CFR [§ 141.84](https://www.ecfr.gov/on/2022-03-02/title-40/chapter-I/subchapter-D/part-141/subpart-I/section-141.84). This notification must be repeated on an annual basis until the entire service line is no longer a lead, GRR, or lead status unknown service line. For new customers, PWS shall also provide the notice at the time-of-service initiation.

**Required Language and Topics -**

All consumer notifications must include mandatory language on health effects per [40 CFR 141.85(a)(1)(ii](https://www.ecfr.gov/on/2022-03-02/title-40/part-141/subpart-I#p-141.85(a)(1)(ii))). To maximize public health protection, MassDEP is using the Lead and Copper Rule Improvements (LCRI) required health language for these notices. For more information on this language, see [Lead and Copper Rule Improvements | US EPA](https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements).

This information must be included exactly as written and is presented in ***italics*** in the template.

Required topics that must be covered include:

* a statement that the person's service line is lead, GRR, or the material is unknown but may be lead as applicable,
* an explanation of the health effects of lead, written exactly as transcribed in the template below in***italics,***
* steps persons at the service connection can take to reduce exposure to lead in drinking water,
* information about opportunities to replace lead service lines as well as programs that provide financing solutions to assist property owners with replacement of their portion of a lead service line, and
* a statement that the water system is required to replace its portion of a lead service line when the property owner notifies the water system that they are replacing their portion of the lead service line.

PWS are encouraged to use the MassDEP consumer notification templates provided in this document, and to only change the highlighted areas of text. If a PWS changes language beyond the highlighted areas, or uses their own templates, they must submit their templates to MassDEP at least two (2) weeks prior to their planned distribution date and receive approval from MassDEP before distributing the notices.

**Distribution –**

This notice must be sent by U.S mail, hand/direct delivery or another method approved by MassDEP. If a PWS intends to use an alternate distribution method (such as email), they must receive written approval from MassDEP prior to doing so. PWS are not required to send these notices by certified mail [[40 CFR 141.85(e)(4)](https://www.ecfr.gov/on/2022-03-02/title-40/part-141/subpart-I#p-141.85(e)(4))].

PWS must send notices to both the occupant at the service connection and the owner of the property, if they are not the same person.

*Multifamily Structures and Structures Serving Multiple People Each Day*

For multi-family/multi-unit structures, or structures that serve multiple people each day, such as apartment buildings, schools, businesses, campus buildings, and other similar scenarios, PWS should do the following:

* PWS must provide this notice to these structures in a way that is reasonably calculated to reach all persons served by drinking water in the building. This may be done by posting the notice in a publicly accessible place for each building served. Please note that if one property has multiple buildings, each building should have its own notice posted.
* Notices must be posted in a location where other public health notices are commonly posted.

The PWS is not responsible for posting these notices in each structure/building. Instead, the PWS can distribute the notice to the contact person for the structure (e.g. property manager) with clear instructions for distribution. However, for all notifications sent to multi-family/multi-unit structures, PWS must receive certification from the person working for the structure, or on behalf of the structure, stating that the notice has been posted in a publicly accessible location in each building served by the PWS.

PWS must retain records of this service connection certification and make them available for MassDEP review during sanitary surveys and other inspections or upon request.

*Schools (Does not apply to schools that are their own PWS)*

PWS are not required to share information regarding service line material with parents/guardians of students; however, it is recommended that PWS encourage schools to share their service line information with parents/guardians if possible.

*Abandoned/Vacant Buildings*

PWS are not required to provide consumer notices to abandoned or vacant buildings/structures, as the abandoned/vacant structure will have no consumers to notify.

Abandoned/vacant buildings are defined as buildings with no consumers currently occupying the building, which are not currently connected to or receiving water from the PWS.

PWS must keep track of all abandoned/vacant structures that will not be provided notices, and PWS will be required to include this information when certifying the distribution of notices the following year.

Should an abandoned/vacant building be re-connected to the PWS in the future, the PWS must provide the consumer notice upon service initiation.

**After Issuing the Notice –**

PWS must certify to MassDEP Drinking Water Program that they have sent all required consumer notices by submitting the SLI Consumer Notice Certification Form by July 1st of the following year. PWS must certify that they have distributed the required notices, even if they distributed notices after the deadline. See the Certification Form at <https://www.mass.gov/doc/lcrr-certification-of-service-line-inventory-consumer-notice/download>.

**Note -**

These templates were created to meet LCRR requirements, which began October 16, 2024. The LCRI, which will become the compliant rule November 1, 2027, will continue to require annual consumer notifications with health effects language, but includes additional required language compared to the LCRR CN requirements. MassDEP will provide updated templates and guidance as needed in the future, prior to the LCRI compliance date.

**[System] DRINKING WATER NOTICE**

# **Your home is served by a service line that may be lead.**

*This notice contains important information about your drinking water. Have someone translate it for you or speak with someone who understands it.*

Dear Customer,

Drinking Water systems are now required to inventory all water service line materials and identify any water service line containing lead or lead materials. Our most recent inventory has determined that [a portion of or the entire] water pipe (called a service line) that connects your building to the water main is of **unknown material classification**. **Unknown means that the service line could be made of or contain lead.**

As a precaution, below is information on the health effects of lead and steps you can take to reduce your exposure. If your service line is confirmed as lead, [System] will share information on how to remove it and replace it with one made of a safer material. For more information, **contact [name of contact] at [phone number] or [mailing address or email address].**

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| **Recommended Resource to Include:** See the YouTube video ***Service Line Inventory Consumer Notification Guide, presented by MassDEP Drinking Water Program***to walk you through this notice by using this link or scanning the QR Code: <https://youtu.be/21gs7FQq0X8?si=YGO_UjRfQZvXNEjL> | Qr code   |

**Health effects of lead.**

**[*Remove Instructions Before Sending*: This section “Health effects of lead” must be kept as is without any changes, as required by MassDEP.]**

*There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.*

**Until the material of your service line is confirmed and any lead is removed, use the following steps to reduce exposure to lead in drinking water.**

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| * **Run your water to flush out lead.** Lead levels increase over time as water sits in lead-containing plumbing materials. Before drinking or cooking with your water after it has sat overnight or longer, flush your home’s pipes by running water through the kitchen faucet, taking a shower, or doing any other non-consumptive water usage. Run the water for at least 1 minute or until after it turns cold. The amount of time to run the water will depend on the length and diameter of the service line and the amount of plumbing in your home. **[Areas prone to drought or currently experiencing scarcity of water may want to omit or edit this recommendation.]**
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| * **Use only cold, fresh water for drinking, cooking, and preparing baby formula.**  Run the water for at least 1 minute or until after it turns cold.
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| * **Do not boil water to remove lead.** Boiling water does not remove lead.
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| * **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder. Copper piping with lead solder installed prior to **1986** is likely to have a higher percentage of lead in the solder, as the *Safe Drinking Water Act,* which banned lead pipes and required lead solder to contain no more than 0.2% lead, passed in 1986. Brass piping and plumbing fixtures installed prior to **2014** may contain up to 8% lead; the *2014 Lead Reduction Act* reduced the “lead-free” definition to no more than a weighted average of 0.25% lead of wetted surfaces.
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| * **Clean your aerator.**Regularly clean your faucet’s screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. Lead particles can release lead into your water. See how to clean your aerator at <https://www.epa.gov/system/files/documents/2023-12/important-resources-for-safe-drinking-water.pdf> or scan the QR Code.
 | QR Code |
| * **Use your filter properly, if you use a filter**. Filters can reduce lead in drinking water. Make sure the filter is certified by NSF to remove lead - it will say so on the package. Follow directions to properly install, use, and replace your filter. Do not run hot water through the filter. For more information, and which certifications to look for, visit EPA’s website at <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead> or scan the QR Code.
 | Qr code   |
| * **Have your child’s blood tested for lead.** Children are a higher risk group of the health effects of lead. If you would like to have your child tested, you may contact your health care provider, or the DPH Childhood Lead Poisoning Prevention Program here: (800) 532-9571 or <https://www.mass.gov/orgs/childhood-lead-poisoning-prevention-program>or scan the QR Code.
 | Qr code   |
| * **You cannot see, taste or smell lead in drinking water.** Contact us for more information about lead in your drinking water including how to get your water tested by a state certified laboratory, if interested. See the list of labs here: <https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing> or scan the QR Code.
 | Qr code  |

# **Opportunities to Verify Lead Service Materials [PWS should include one of the options below, or a similar method]**

(1) To verify the material of your service line, contact PWS at [preferred contact method] to schedule an inspection.

(2) The [System] Staff or our contractor may contact you to perform a service line material inspection. Please utilize the **MassDEP Lead Service Line Identification Tool** presented in the QR codes below to send your service line information to the [System] and to **learn more about Lead in Drinking Water**. Modify this section to reflect plans to identify service line materials.

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| [Delete this table row if not applicable]MassDEP Lead Service Line Identification Tool <https://app.smartsheet.com/b/form/f9ee39b7972f443ca63e8b936cd7f92b>. | Qr code | [Delete this table row if not applicable]US EPA Protect Your Tap Tool: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead> | Qr code |

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| For MassDEP information on Lead in Drinking Water see <https://www.mass.gov/lead-in-drinking-water>  | Qr code  |
| **Recommended Resource to Include:** For answers to Frequently Asked Questions (FAQ) about this Consumer Notice, see the MassDEP Consumer Notice and Service Line Inventory FAQ Webpage: <https://www.mass.gov/info-details/consumers-frequently-asked-questions-about-the-lcrr-service-line-inventory>  | Qr code   |

If applicable: See our [System] Webpage with [Information on Lead in Drinking Water, an interactive map, etc.] and more information on our system-wide efforts to identify and remove all lead service lines here: XXX.

For more information, or if you have questions on how to verify the material of your service line, contact

[name of contact] at [phone number] or [mailing address or email address].

*Please share this information with all the other people who drink this water at this address, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by [system]. PWS ID#: [xxxxxxx] Date distributed [date]

Distributed media type [insert type]