**Procedures Following a Full LSL Replacement**

*This notice contains important information about your drinking water.*

*Have someone translate it for you or speak with someone who understands it.*

*Este aviso contiene información importante sobre su agua potable.*

*Pídele a alguien que te lo traduzca o habla con alguien que lo entienda.*

*Este aviso contém informacões importantes sobre sua agua potavel.*

*Pec̗a para alguém traduzir para você ou fale com alguém que entenda.*

Dear Water Customer

You are receiving this notice because the lead water service line to your home, property or business is in the process of being fully replaced. If applicable: The City/Town has committed to a lead service line removal and replacement program that does not put a burden on residents. Please follow the procedures as described below to ensure proper replacement.

## Pre-Replacement (1 day prior to replacement)

* Locate your water meter (typically located in the basement at the foundation wall facing the road) and remove all personal items within a 10 – foot radius.
* Remove obstructions from yard. Examples include trash cans, yard waste, garden decoration, etc.
* Prepare to be without water the following day for at least 8 hours.
* Confirm your replacement appointment with the Contractor who set up appointment originally.

## During Replacement

Plan to have at least one representative home during the replacement. This is needed because the contractor performing the replacement will need access to your basement throughout the installation.

Immediately after Replacement

Your new service will be flushed by the replacement contractor at an outside spigot, but you will also need to flush your interior plumbing. Please use the following steps to ensure proper flushing of interior plumbing.

1. Turn off or bypass any water softener or filtration system.
2. Remove all aerators or screens from all faucets and clean debris with vinegar solution if necessary.
3. Do not use any hot water.
4. Turn on the cold-water faucets in the basement (or lowest floor). Leave all faucets running at the highest rate.
5. Turn on the cold-water faucets on the next highest floor. Continue until all faucets are running on all floors.
6. Record the order in which the faucets were turned on.
7. Leave water running for at least 30 minutes.
8. Turn off the faucets in the same order they were turned on and reattach aerators/screens.

### After Day of Replacement

Residential Customers: Utilize the provided American National Standards Institute (ANSI)/National Sanitation Foundation (NSF) certified lead removal pitcher and filter including 6-month supply of filter replacement cartridges.