*INSERT PWS INFORMATION HERE*

*Date*

Re: How you can check your home for a lead service line

Dear customer:

(*Insert PWS name*) is required to develop a Service Line inventory and wants to assist its customers to identify and remove all lead service lines.

**Do you know if you have a lead service line connecting the water distribution line in the street to your home?**

# If you do not know or is uncertain if you have a lead service line, take the following two steps:

**Step 1: IDENTIFICATION**

Use EPA’s Protect Your Tap: A Quick Check for Lead (<https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead-0> or scan the QR code to the left) to help you determine if your service line is made of lead. This guide uses pictures and step-by-step directions to identify lead service lines and provides resources to learn more. Within the guide, choose Municipal Water and go to the section: “Find Your Water Line/Service Line.”

**Step 2: SNAP A PICTURE OF YOUR SERVICE LINE and UPLOAD**

Use the MassDEP sponsored -web application for consumers, the **Mass Lead Service Line Identification (MA-LSLI) Web App** ( <https://app.smartsheet.com/b/form/f9ee39b7972f443ca63e8b936cd7f92b> or scan the QR code to the left). The app may be accessed on your mobile device or any computer online. **Please note you do not need to download anything to your mobile device or computer.** All you need to do is take a photo, upload it to the ‘app’ website and answer a few basic questions, such as name and address). EPA’s Protect Your Tap: A Quick Check for Lead guide document will help you know where to take the photo. Voila! You are one step closer to safer drinking water!

**WHAT WILL OUR SYSTEM DO WHEN WE GET YOUR SUBMISSION?**

Once we receive your submission, we will take the following actions: Contact you, confirm your service line material and provide you with information on how to replace the service line, if it is lead.

We look forward to your interest and participation in this program. Thank you for your important input for safe drinking water! If you have any questions, please contact (Insert PWS Information)

Sincerely,

*Insert PWS*

# What you should know about Lead.

Our system’s water mains that carry the water to you are made mostly of [insert piping material specific to your PWS, for example iron and steel], and therefore do not add lead to water. However, lead can get into tap water through the service line that connects your home to the water main if it is made of lead. Lead may also come from lead solder used to connect pipes in home plumbing, and from some faucets and fixtures.

#  When lead is present in water, it is typically due to the water flowing through service lines or internal pipes or plumbing in buildings with lead pipes or plumbing with lead solder or brass. *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.* Because lead may pose serious health risks, both the EPA and the Centers for Disease Control and Prevention (CDC) agree that “there is no known safe level of lead in a child’s blood” .

If you think you have a lead service line and want to reduce your exposure to lead you should do the following:

* **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.
* **Do not boil the water to remove lead.**
* **Check whether your home has a lead service line. IF YOU DO, HAVE IT REMOVED.**

For more information on Lead see <https://www.mass.gov/lead-in-drinking-water>