Instructions for Service Line Material Notification

for Lead and Copper Rule Revisions

Consumer Notification Template Attached  
for Lead Status Unknown Service Lines

The Lead and Copper Rule Revisions requires community and non-transient non-community water systems to provide notification to consumers served by the water system when their service connection is classified as a lead service line (LSL), galvanized requiring replacement (GRR), or lead status unknown.

Public water systems must complete their initial service line material inventory by October 16, 2024. You must provide public notice to persons served within 30 days after completing the initial service line material inventory and notice should be repeated annually until the entire service line is free from any portion classified as LSL, GRR or lead status unknown. For new customers, water systems must also provide this notice at the time-of-service initiation.

**Each water system required to give public notice should submit the notice to the State Water Resources Control Board, Division of Drinking Water (DDW) for approval prior to distribution or posting.**

### **Notification Methods**

Print your notice on letterhead (if available).

1. Postal mail
2. Electronic mail (email)
3. Direct delivery

Notice must be distributed to all persons served by a service line classified as LSL, GRR or lead status unknown service line.

#### The notice attached is appropriate for the methods described above. If you wish to modify the template before using it, please inform your DDW District Office prior to distribution. If you do, you must still include all the required elements and the health effects and notification language in italics must remain unchanged.

#### 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 cause 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.

#### This language is mandatory [Code Fed. Regs., tit. 40, § 141.85 subd. (e)(3)].

#### **Multilingual Requirement**

The notice must (1) be provided in English, Spanish, and the language spoken by any non-English-speaking group exceeding 10 percent of the persons served by the water system and (2) include a telephone number or address where such individuals may contact the water system for assistance.

If any non-English-speaking group exceeds 1,000 persons served by the water system, but does not exceed 10 percent served, the notice must (1) include information in the appropriate language(s) regarding the importance of the notice and (2) contain the telephone number or address where such individuals may contact the water system to obtain a translated copy of the notice from the water system or assistance in the appropriate language.

**Corrective Actions**

In your notice, describe the service line replacement plan. The notice must include the following information:

* For a confirmed LSL, the notice must also include opportunities for service line replacement, a statement that the system must replace its portion of the LSL when the property owner notifies the system that they are replacing their portion, and if available, must include financing programs.
* For a confirmed GRR, the notice must also include opportunities for service line replacement.
* For a lead status unknown service line, the notice must also include opportunities to verify the material of the service line.

# **After Issuing the Public Notice**

* Annually by July 1, the water system must certify to the State Board that it delivered the consumer notification and lead service line information materials to affected consumers with a lead, galvanized requiring replacement, or lead status unknown service line for the previous calendar year. The water system shall also provide a copy of the notification and information materials [Code Fed. Regs., tit. 40, § 141.90 subd. (f)(4)].
* Within 10 days of giving initial or repeat public notice the State Board recommends submitting the certification that it has done so, along with a representative copy of each type of public notice given.
* Notice should be repeated annually until the entire service line is free from any portion classified as LSL, GRR or lead status unknown.

(Recommended) Notify local public health departments that serve the affected area of the service line consumer notification to inform them that the purpose of this notice is to provide details to consumers about the material of their water service line(s). There can be a potential health risk associated with the composition of service line material, but immediate health concerns due to water quality issues, if any, would be addressed in a separate notice.

**Inventory Updates**

Water systems must submit the updated inventory to SWRCB, DDW. The inventory updates must be reflected in the publicly accessible inventory no less frequently than when required to be submitted to SWRCB, DDW.

Water systems whose inventories do not contain LSL, GRR, or lead status unknown service lines are not required to provide inventory updates to the SWRCB, DDW or to the public.

If, in the future, such a water system finds a lead service line or a galvanized requiring replacement service line within its system, it must prepare an updated inventory.

**IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER SERVICE LINES**

Este informe contiene información muy importante sobre su agua potable.

Tradúzcalo o hable con alguien que lo entienda bien.

**As required by U.S. EPA, [System] has identified that your water service connection is considered a lead status unknown service line.**

The [System or Agency] recently conducted an inventory of all water service lines, which is the pipe that connects your [home, building, or other structure] to the water main. The purpose of the inventory is to identify the material of these service lines and fittings, including the customer-owned side of the water service line.

The pipe that connects your [home, building, or other structure] to the water main was identified as an unknown material. Lead service lines or certain galvanized pipe can potentially place you at risk for exposure to lead. Therefore, your service line material will need to be identified.

The [System] routinely monitors for lead in the distribution system and the most recent water sample results received on [date] showed that the 90th percentile of all lead levels measured in the distribution system was [levels and units]. The action level for lead in drinking water is 0.015 milligrams per liter (mg/L) or 15 micrograms per liter (µg/L).

[The most recent water sampleresults do not exceed the action level of 0.015 mg/L for lead.

Or

You should have received a separate notice that your most recent water sampleresults exceed the action level of 0.015 mg/L for lead.]

**Is my water affected?**

**\* If you received a separate notice instructing you to not drink, boil, or avoid drinking your water, then please continue following those instructions until you are instructed to do otherwise.**

If you **did not** receive any separate notice:

* This is not an emergency.
* Your water is safe to drink and meets federal and state safe drinking water standards.
* You do not need to use an alternative water supply (e.g., bottled water).

**What about my service line?**

* Because your service line is categorized as a lead status unknown composition, you can help your public water system identify your service line material.
  + 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. ([*https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead*](https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead))
  + Other organizations have also provided tools to identify service line material, such as the LSLR Collaborative ([*https://www.lslr-collaborative.org/identifying-service-line-material.html*](https://www.lslr-collaborative.org/identifying-service-line-material.html))
* Inform us immediately if you plan to alter or replace your service line because we may be required to replace the system portion.
* Please contact us immediately if you feel that we have incorrectly categorized the service line material.

Contact [System] at [phone] or [email] to inform us if your service line has been incorrectly categorized to share any information you may find about your service line, or to inform us of your plans to alter or replace your service line.

**What happens next?**

[Describe your plan for identifying unknown service lines].

We anticipate identifying your service line by [estimated time frame].

**Lead Related Health Information**

* *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 cause 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.*
* If you have concerns about your water quality, the State Water Board’s Environmental Laboratory Accreditation Program has a [map of laboratories](https://waterboards.maps.arcgis.com/apps/webappviewer/index.html?id=bd0bd8b42b1944058244337bd2a4ebfa) that can test your water at the consumer’s expense, which can be found at: [*https://www.waterboards.ca.gov/drinking\_water/certlic/labs/*](https://www.waterboards.ca.gov/drinking_water/certlic/labs/)
* If you still have health concerns from potential lead exposure in your drinking water, there are point-of-use (POU) devices that can be used on your drinking water taps to provide an additional barrier of protection. A list of these residential treatment devices can be found at: [*https://www.waterboards.ca.gov/drinking\_water/certlic/device/watertreatmentdevices.html*](https://www.waterboards.ca.gov/drinking_water/certlic/device/watertreatmentdevices.html)
* If you have other health issues concerning the consumption of this water, you may wish to consult your health care provider.

**Additional Resources**

To verify the material of an unknown service line, for information on financial programs to assist with service line replacements or for any other information, contact [name of contact] at [phone] or [email] and/or visit [website].

Please share this information with all the other people who drink this water, 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 public notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by [System].

State Water System Number: [Insert water system number].

Date distributed: [Insert date the notice is distributed].