



November 1, 2024

Re: Service line material notification for <<PROPERTY_STREET>>, <<P_CITY>>

<<CUSTOMER_NAME>>

<<MAIL_STREET>>

<<M_CITY>>, <<STATE>> <<ZIP>>

Why Am I Receiving This Notice?

Cleveland Water records show that all or a portion of the service line that connects your residence to the water main in the street may be lead. Under the Safe Drinking Water Act, the United States Environmental Protection Agency requires us to notify customers who receive water through a service line that is lead or that may be lead; may be galvanized steel that is, was, or could have ever been downstream of lead; or is unknown material that could be lead.

What Is A Service Line/Connection?

A water service line is the pipe that brings water from Cleveland Water's water main beneath the street into a home or building. Service pipes, also called water connections, usually enter a home through the basement floor.

Ownership of this service connection changes at the curb stop water shutoff, which is typically in the tree lawn.

Cleveland Water is responsible for the portion from the water main to the curb stop. The property owner owns the connection from the curb stop into the building. The material for the two parts of the pipe can be the same or different. The material for each section of pipe on record for your property is:

City-owned Portion: <<City_Service>>

Customer-owned Portion: <<Cust_Service>>. If "unknown" is listed here, please see QR code on side 2.

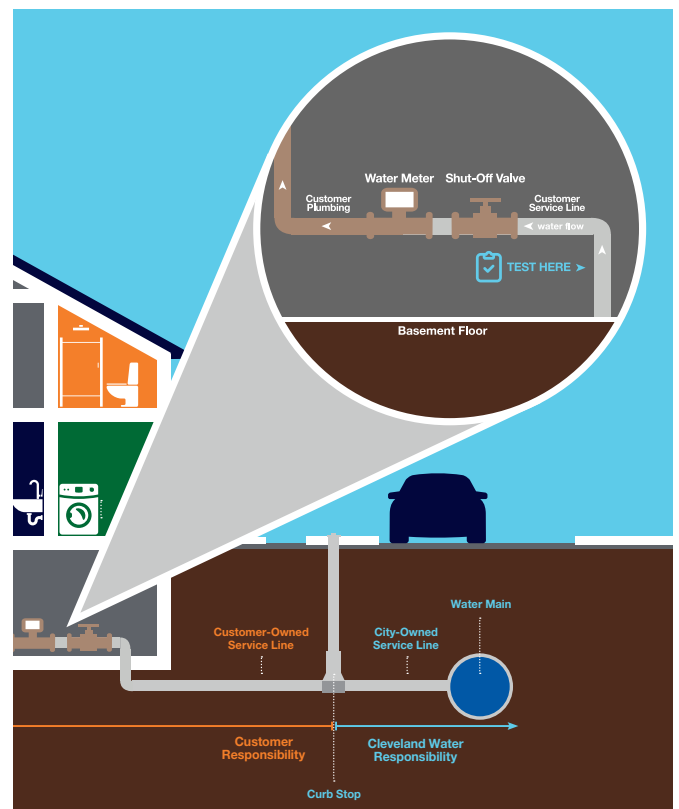
What Is Cleveland Water Doing?

Cleveland Water customers can be confident that the water delivered to your home is safe. For decades, we've been taking actions to protect you and your family from the risk of lead.

- Drinking water is lead-free when it leaves our treatment plants.
- We optimize our water chemistry and treatment process to minimize corrosion of pipes and plumbing.
- We add orthophosphate to the water. Orthophosphate is a food-grade nutrient added at very low levels to water during treatment to help prevent metal corrosion. This nutrient bonds to the inside of service pipes and plumbing, creating a thin white coating that helps prevent the water from directly contacting pipe material.
- We sample customers' water for lead. The results show our water is safe.
- For decades, Cleveland Water has been replacing city-owned lead service lines with copper during water main replacement projects. In 2018, we began replacing customer-owned lead service lines when disturbed during water main replacements and repairs.
- In 2023, Cleveland Water started a multi-decade program to replace all lead service lines in our water system. When we contact you about replacing lead service connections on your street, we will offer to replace the customer-owned portion if it is not copper and is, or was, downstream of a lead line.

Why Are Lead Water Service Lines Being Removed If The Water Is Safe?

Cleveland Water understands customers' concerns about having a lead service line even when sample results do not detect lead in the water. Federal law mandates that all public water systems nationwide remove lead water service lines.



40 CFR 141.85(a)(1)(ii) Health effects of lead: 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 risk of heart disease, high blood pressure, kidney or nervous system problems.

How Can I Reduce The Lead Risk For My Family?

Keep Your Home's Water Healthy*

Clean, Flush, and Consume Cold are the actions all customers should implement to help ensure the highest quality of water is coming out of your tap, especially if there is the possibility of lead in your plumbing system. In some situations, a water system repair/replacement may temporarily increase lead levels in water and/or cause discoloration. As a standard practice, the USEPA recommends these actions (clean, flush, consume cold) which are important to take when water has been restored after a disruption of service.



CLEAN

Clean your faucet aerator screens regularly. Small particles of solder and other material can accumulate in faucet aerators and in some circumstances can release lead into the water. Aerators should be cleaned at least twice a year, and more frequently after work is done to your plumbing system.



FLUSH

Flush your cold water lines before consuming water when water has not been used for 6 or more hours. The goal is to have cold, fresh water from the main in the street come out of your tap before drinking the water. To flush the plumbing, run water until you feel a temperature change then run water for an additional 30 seconds to 3 minutes. The time depends on the length and diameter of your service line. The farther your home is from the street, the longer you need to flush. When in doubt, flush it out.



CONSUME COLD

Always use cold water for cooking, drinking, and preparing baby formula. Hot water corrodes pipes faster and is more likely to contain lead. If you need hot water for food or drinks, get water from the cold water tap then heat the water.

**As a standard practice the USEPA recommends these actions to reduce possible lead exposure in drinking water.*

What Else Can I Do?

1. Report Your Service Line Material

- a. Scan the QR code to the right with your phone's camera to open our Customer Service Line Material Reporting webpage or go to clevelandwater.com/line and click the link.
- b. Follow the steps on how to use a magnet and a penny to help identify pipe material.
- c. Take pictures of the test results.
- d. Submit your information and photos and we will update our records.



It is just as important that we know you have a copper water service line as it is to know if you have lead or galvanized steel. Until we have visual verification that a customer's water service connection is copper, it will be classified in the highest risk category of pipe material. Cleveland Water is required by federal and state regulations to report the customer pipe material for your address to the USEPA and Ohio EPA and have the material information on our website at clevelandwater.com/lead

2. Respond To Our Offers – When Cleveland Water staff contacts you about replacing your service line, please promptly respond to letters, emails, and phone calls so we can replace your service line. If you elect to replace your service line sooner or are required to because the customer-owned portion of your service line is leaking, please call Cleveland Water at **216.664.2444 ext. 75209** to let us know the date your replacement work is scheduled. When your plumber/contractor has the hole dug at the curb stop, we will visually check the city-owned service line material. If it is lead, we will replace it at no cost to you. Per 40 CFR 141.85(e)(3)(i) starting in October 2024, a water system is required to replace their portion of a lead service line when the property owner notifies them that they are replacing their portion of the lead service line.

3. Volunteer To Be A Water Sample Site – Residents of single-family homes can volunteer their home to be part of our compliance monitoring pool for lead and copper if all or part of your service line is lead. If you would like to volunteer your home, please email us at LeadLookup@ClevelandWater.com and include the property address you are volunteering or call us at **216.664.2882**.

Please share this information with other people in this home or building, 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.