

Service Line Notification: Potential Health Risk!

Dear Water Consumer:

or building located at _____ wishes to inform you that the service line material at your home is currently classified as:

- ☐ Confirmed: Lead Service Line
- ☐ Confirmed: Galvanized Requiring Replacement
- ☐ Unknown: Possibly Lead

If your service line is confirmed as being made of lead or is confirmed as Galvanized Requiring Replacement, please read the information below that explains the health effects of lead, how to reduce lead in your drinking water and available financial opportunities should you choose to replace your service line.

If your service line is classified as “Unknown: Possibly Lead,” please read the health effects information provided below and follow the recommendations for reducing lead in your drinking water. In addition, please see the links below that can help you to identify your service line material using visual inspection, along with a scratch and magnet test. Please provide the identification information to your water supplier at

A video on identification of service line materials and picture identification guides are available at:

<https://www.youtube.com/watch?v=1JUGlpuH9a4>
<https://dnr.mo.gov/document-search/do-you-have-lead-service-line-pub3046/pub3046>
<https://dnr.mo.gov/document-search/how-identify-your-water-service-line-material-pub3052>

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 risks of heart disease, high blood pressure, kidney, or nervous system problems.

Lead in drinking water, although rarely a sole cause of lead poisoning, can significantly increase a person's total lead exposure. Infants who drink baby formulas and concentrates that are mixed with water containing lead are particularly at risk. EPA estimates that drinking water can make up 20% or more of a person's total exposure to lead. Boiling water does not reduce lead levels.

Please see the following link for additional information concerning the health effects of lead.

<https://dnr.mo.gov/document-search/lead-drinking-water-important-information-how-protect-your-health-pub2409/pub2409>

How to Reduce Lead in Drinking Water

Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

1. Run your water to flush out lead. If a faucet has not been used for several hours, allow the water to run at the tap for 15 to 30 seconds or until it becomes cold and reaches a steady temperature before using it for drinking or cooking. This flushes lead-containing water from the pipes. The water you run from drinking water taps does not have to be wasted; you can use this water for cleaning purposes or watering plants. You may want to keep a container of drinking water in your refrigerator, so you don't have to run water every time you need it.
2. Use cold water for cooking and preparing baby formula. Do not drink or cook with water from the hot water tap, as lead dissolves more easily into hot water. Do not use water from the hot water tap to make baby formula.
3. Do not boil water to remove lead. Boiling water will not reduce the lead content.
4. Look for alternative sources or treatment of water. If water testing has shown you have elevated lead in your drinking water, you may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead, with NSF/ANSI 53-2021 labeling, or contact the [National Sanitation Foundation](#) at 800-NSF-8010 (800-673-8010) for information on performance standards for water filters. If you choose to install a lead-removal filter, be sure to maintain and replace the filter device according to the manufacturer's instructions to protect water quality.

Service Line Replacement Financial Opportunities

If your service line is confirmed as being made of lead or designated as Galvanized Requiring Replacement and you choose to replace it, as your water provider, we are required to offer financial options for replacement. To receive information about these financial options, please contact us by using the same contact information provided on page one. We are required to pay for replacing the portion of the service line that is water system owned. However, we are not required to pay for the portion of the service line that is customer owned.

As your water provider, we are required to replace our portion of a lead service line when you notify us you are replacing your portion of the lead service line. Replacement of both portions of the service line should be performed at the same time to avoid additional water service disruption and disturbance of lead in service line materials. There may also be low interest loan and grant funding assistance available to our water system customers for service line replacement using funding from the Infrastructure, Investment and Jobs Act, better known as the Bipartisan Infrastructure Law. This funding can be used to replace both the water system-owned and customer-owned portions of the service line. In order to apply and receive this funding, we must know the number of service lines that need to be replaced. This is another reason why it is important for customers to help identify their service line materials.

If you need to have this important public education information translated, please use the contact information provided above. (Document translation provided for five most common Missouri languages shown below.)

Spanish: Si necesita traducir esta importante información sobre educación pública, utilice la información de contacto proporcionada anteriormente.

Chinese Simplified: 如果您需要翻译这些重要的公共教育信息，请使用上面提供的联系信息。

Chinese Traditional: 如果您需要翻譯這重要的公共教育訊息，請使用上面提供的聯絡資訊。

Croatian: Ako trebate da prevedete ove važne informacije o javnom obrazovanju, koristite gore navedene kontakt informacije.

Vietnamese: Nếu bạn cần dịch thông tin giáo dục công cộng quan trọng này, vui lòng sử dụng thông tin liên hệ được cung cấp ở trên.