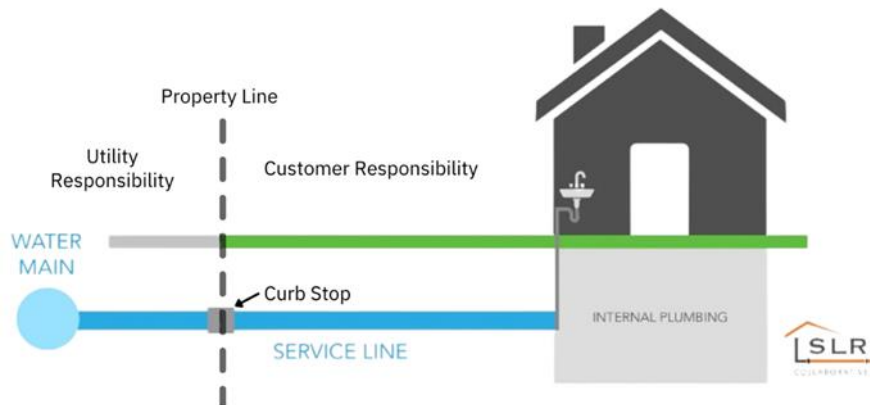


## **Water Service Line Inventory - Frequently Asked Questions**

### **What is a “service line”?**

A service line is an underground pipe that carries water from Lancaster County Water and Sewer District’s water main to a home or business. Each service line requires connections to the water main and to the water lines and plumbing on a customer’s property.



Each service line and connection may consist of multiple plumbing material types including, but not limited to, lead, copper, galvanized iron, ductile iron or plastic.

### **What is an “initial service line inventory?”**

In 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCRR) to include a new requirement that all water utilities across the country must create initial inventories of their water service lines to find any lead service line that may exist in a water system. These inventories must also include the pipe on the customers’ side of the water meter.

Over the last 37 months to meet the initial inventory requirement, LCWSD conducted an initial inventory of the service lines that connect our water mains to your water meter, house or business to determine if any of the lines are made of lead. It is now available on our website. For more information about the EPA’s revised Lead and Copper Rule, visit [www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule](http://www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule).

This initial inventory requirement is designed to find lead wherever it may exist in our system so LCWSD can develop a fair and equitable plan to remove it over the next few years. The initial inventory work for our system and our customer’s properties had to be completed by October 16, 2024, but our work will continue until every line is identified.

### **Should I be concerned about LCWSD not knowing what my service line is made of?**

It is important to note that designating a line as unknown material does not mean you have been exposed to lead. LCWSD’s water treatment process greatly reduces the possibility lead from service lines could end up in your water.

However, the existence of an unknown line may increase your risk of exposure. These FAQ’s serve to educate you of this risk, inform you of steps being taken by LCWSD, and provide information to help you reduce your risk of lead exposure. If you feel our finding is inaccurate,

or if you have any questions regarding the designation of your service line, please contact us at 803-285-6919 or via email at [waterservicelineinventory@LCWASD.org](mailto:waterservicelineinventory@LCWASD.org).

### ***Should I be concerned about my service line being a galvanized line requiring replacement?***

It is important to note that finding a galvanized line requiring replacement does not mean you have been exposed to lead. LCWSD's water treatment process greatly reduces the possibility lead from service lines could end up in your water.

However, the existence of a galvanized line may increase your risk of exposure. These FAQ's serve to educate you of this risk, inform you of steps being taken by LCWSD, and provide information to help you reduce your risk of lead exposure. If you feel our finding is inaccurate, or if you have any questions regarding the designation of your service line, please contact us at 803-285-6919 or via email at [waterservicelineinventory@LCWASD.org](mailto:waterservicelineinventory@LCWASD.org).

### ***Will LCWSD replace the galvanized service line?***

This initial inventory requirement under the EPA's revised Lead and Cooper Rule is designed to find lead wherever it may exist in our system so LCWSD can develop a fair and equitable plan to remove it.

Because LCWSD's water treatment process is confirmed to be working properly throughout our system, LCWSD is not replacing galvanized lines requiring replacement until a plan can be developed. If you are concerned about exposure, you can also contact our local health department or your healthcare provider to find out how you can get your child tested for lead. If you decide to replace your service lines before our plan is completed, please notify LCWSD so we can replace the portion under our control.

### ***What is LCWSD doing to try to identify what my service line is made of?***

LCWSD will continue our inventory work until all service lines are identified. Because our water treatment process is confirmed to be working properly throughout our system, LCWSD is not replacing unknown lines as we work to identify them. That work will require visual confirmation in many locations. Excavations to uncover the lines will likely be required. The process will be time-consuming and costly. LCWSD will systematically start in areas of the system with the highest likelihood of lead or galvanized lines/connectors and work geographically through the system.

To help with the inventory process, LCWSD has created an online service line material survey you can take part in to help us document the material making up your service line. Found on our website – [www.lcwasd.org](http://www.lcwasd.org) – the survey provides an easy-to-use form for you to report if you have a lead, galvanized, or non-lead service line.

### ***How to identify my service line material?***

First, locate your service line. It will be near your main shut-off valve, typically located in your basement, garage, or crawl space. Next, there are two simple tests you can do to identify the material. When you conduct these tests, be sure to test the section of pipe between the shut-off valve and meter.

For the first test, you will need a magnet, like one from your refrigerator. Put the magnet on the pipe between the wall and the valve. If it sticks, your pipe is galvanized steel. A magnet will

NOT stick to lead, copper, or brass. If the magnet doesn't stick, then you can move on to the second test.

Grab a coin or a key and carefully scratch the pipe. Lead will scratch easily, revealing a shiny silver color beneath. If your pipe reveals a copper or golden color when scratched, it is not made of galvanized steel. If the pipe is plastic, it will most likely be black, white, or blue. Be sure the pipe is not painted when identifying the type of pipe.

Lead test kits can be purchased at local hardware or home improvement stores. These kits are used to test paint but can also be used to test pipe—not the water inside. Look for an EPA-recognized kit. Wash your hands after inspecting the plumbing and pipes. If you determine that you have a lead service line, it is important to take steps to reduce your exposure to lead and notify LCWSD of your findings through the survey on our website.

### ***How do I reduce my potential exposure to lead?***

If you suspect you have a lead line, you can set up an appointment with LCWSD staff. To help you reduce your potential exposure to lead, LCWSD is providing the following list of steps you can take to reduce lead in drinking water.

- ***Run the cold water to flush out lead.*** If water has not been used for several hours, run the cold-water faucet for 5 minutes to flush lead from interior plumbing or until it becomes cold or reaches a steady temperature before using for drinking or cooking.
- ***Use cold water for drinking, cooking, and preparing baby formula.***
  - **Do not** cook with or drink water from the hot water tap; lead dissolves more easily into hot water.
  - **Do not** use water from the hot water tap to make baby formula.
- ***Do not boil water to remove lead.*** Boiling water will not reduce lead.
- ***Seek alternative water sources or treatment.*** You may want to consider purchasing bottled water or a water filter.
  - If you use a filter, make sure it is certified to remove lead. Read the directions to learn how to properly install and use your cartridge and when to replace it.
    - Using the cartridge after it has expired can make it less effective at removing lead.
    - Do not run hot water through the filter.
  - Contact NSF International at 800-NSF-8010 or [www.nsf.org](http://www.nsf.org) for information on performance standards for water filters.
- ***Clean your faucet aerators.*** Regularly clean your faucet's screen (also referred to as an aerator). Sediment, debris, and metals, including lead particles, can collect in the aerator. If lead particles are caught in the aerator, lead can get into your water.
  - These screens should be removed and cleaned regularly.
  - After removing the aerator, it is recommended you flush the cold-water line for 5 minutes.
- ***Test your water for lead.*** The only way to determine the level of lead in drinking water at your home/building is to have the water tested. If you would like your water tested you can purchase a kit from the 120Water website <https://120water.com/residential-testing/> or through EPA's safe drinking water program at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

- ***Test your child's lead level.*** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

***Where can I get more information?***

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is also available from the Safe Drinking Water Hotline (1-800-426-4791) or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

Providing safe, reliable drinking water to our consumers and the community is our top priority. Should you require any additional information or assistance, please feel free to reach out to us at 803-285-6919 or via email at [waterservicelineinventory@LCWASD.org](mailto:waterservicelineinventory@LCWASD.org).