Sampling Manual Chapter 6, Attachment D.1. Example Consumer Notice – Community Waterworks
Instructions: Insert specific information where noted with *[brackets and italics]*. The required content for this notice is: 1. Health effects; 2. Steps to reduce exposure; 3. MCLG and AL definitions; 4. Contact info.

[Date]

Dear *[Consumer's Name]*,

[Waterworks' name] appreciates your participation in the lead and copper tap monitoring program. This letter is to report the lead and copper results from the sample collected at your residence, *[address of customer]* on *[date]*. The reported lead result for your residence is *[select one & insert result- xxx parts per billion (ppb) or xxx mg/L]*. The Action Level for lead is 15 ppb or 0.015 mg/L.

Some individual homes may have high lead concentrations while the 90th percentile value for the entire waterworks is below the Action Level. These individual site lead levels may be due to conditions unique to the individual home, such as the presence of lead solder or brass faucets, fittings, and valves that may contain lead. Our waterworks strives to keep the corrosivity of our water as low as possible (since corrosive water can cause lead to leach from plumbing materials that contain lead). Additionally, there are actions you can take to reduce your exposure. We strongly urge you to review the enclosed Consumer Notice and take the steps listed to reduce your exposure to lead in drinking water.

Optional: The reported copper result for your residence is *[select one & insert result- xxx parts per billion (ppb) or xxx mg/L]*. The Action Level for copper is 1.3 mg/L.

Optional: Copper is an essential nutrient, but some people who drink water containing copper in excess of the Action Level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the Action Level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

If you have any questions, please contact *[name of waterworks contact]* at *[phone number]* or *[email address]*.

Sincerely

(Waterworks Signature Block)

Enclosure: Consumer Notice

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Consumer Notice
LEAD IN DRINKING WATER

Lead is a common metal that has been in many consumer products but is now known to be harmful to human health if ingested or inhaled. It can be found in lead-based paint, air, soil, household dust, food, some types of pottery, and drinking water. Lead is rarely found in natural sources of water such as rivers, lakes, wells or springs.

Health Effects of Lead

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

Steps You Can Take To Reduce Your Exposure to Lead in Your Water

Lead may work its way into drinking water after the water entered the distribution system and is on its way to consumers taps. This usually happens through the corrosion of materials containing lead in household plumbing. These materials include brass faucets, lead solder on copper pipes, lead pipes, or lead service lines connecting the water main to the inside plumbing. Lead pipes are no longer installed for service lines or in household plumbing and lead solder has been outlawed in Virginia since 1985. If you live in a building in which the inside plumbing contains lead-based materials, there are several steps you can take to reduce your exposure to lead in drinking water.

1. ***Run your water to flush out lead.*** If water hasn't been used for several hours, allow the water to run at the tap for 30 seconds to 2 minutes before using it for drinking or cooking. This action flushes the 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 for 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 water from the cold water tap for cooking and preparing baby formula.*** Do not cook with or drink water from the hot water tap; lead dissolves more easily in 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 or remove lead.
4. ***Consider installing a filter.*** You may want to consider installing a water filter. Ensure that the filter is approved to reduce lead or contact the National Sanitation Foundation at 800-NSF-8010 or **www.nsf.org** for information on performance standards for these types of water filters. If you choose to install a lead removal filter, be sure to maintain and replace the filter in accordance with the manufacturer's instructions to protect water quality.
5. ***Get your child tested.*** Contact your local health department or healthcare provider to find out how you can get your child's blood tested for lead if you are concerned about exposure.
6. ***Identify and replace any plumbing fixtures that contain lead.*** Brass faucets, fittings, and valves manufactured *before January 4, 2014,* may contribute lead to drinking water, including those advertised as "lead-free." Under current law, "lead free" means no more than 0.2% lead in solder and

flux, and 0.25% lead for pipe, pipe fittings, and components. Visit the National Sanitation Foundation Web site at **www.nsf.org** to learn more about lead-containing plumbing fixtures.

7. ***Test your water for lead.*** Call us at *[insert phone number for your waterworks]* to find out how to get additional testing of your water for lead. *[Include information on your waterworks testing program; e.g., costs of testing and availability of labs in your area that are certified to do testing for lead in drinking water for any consumer who requests it.]*

Definitions

Under the authority of the Safe Drinking Water Act, the Environmental Protection Agency (EPA) set the Action Level for lead in drinking water at 15 ppb (or 0.015 mg/L). This means utilities must ensure that water from the customer's tap does not exceed this level in at least 90 percent of the locations sampled (this is referred to as the 90th percentile value). The Action Level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Because lead may pose serious health risks, the EPA also set a Maximum Contaminant Level Goal (MCLG) for lead of zero. The MCLG is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

For More Information

Call us at *[Insert Waterworks Owner's Contact Phone Number],* or *[if applicable]* visit our Website at *[insert Waterworks Website Here]*. For more information on reducing lead exposure around your home/building and the health effects of lead:

1. Visit EPA's website at http://www.epa.gov/lead;
2. Visit VDH's website at http://www.vdh.virginia.gov/leadsafe/
3. Contact your health care provider;
4. Contact the National Lead Information Center at 800-424-LEAD

This notice is brought to you by *[insert the name of your waterworks]*. State Water System ID# *[insert your water system's ID number.*

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Lead Results Delivery Certification

INSTRUCTIONS: Waterworks owner must
1. Complete this form.
2. Attach a copy of an example consumer letter and the consumer notice to this form.
3. Within 3 months from the end of the monitoring period, email or mail this form to:
   Email: ODWFieldOffice#@vdh.virginia.gov
   VDH - Office of Drinking Water
   [Name] Field Office
   [Field Office Address]

Waterworks Name: _____ PWSID: _____

Population: _____

DELIVERY METHOD – Community Waterworks *(Choose as appropriate)*

Waterworks serving a population greater than 3,300 people:

☐ The occupants of each lead and copper sampling location were notified by U.S. Mail within 30 days of receiving the laboratory result.

Waterworks serving a population of 3,300 or fewer people (choose either delivery method):

☐ The occupants of each lead and copper sampling location were notified by U.S. Mail within 30 days of receiving the laboratory result.

☐ The occupants of each lead and copper sampling location were notified by hand/direct delivery within 30 days of receiving the laboratory result. Notification was made by: (describe) _____

I certify that the occupants of each residence where lead tap water samples were collected have been informed of their lead monitoring results within 30 days after we were notified of the results by the laboratory along with the following information: MCLGs, ALs and their definitions, the health effects of lead which includes steps to reduce exposure to lead in drinking water, and contact information for the water utility.

Signature: _____ Print Name: _____

Title: _____ Phone: _____ Date_____