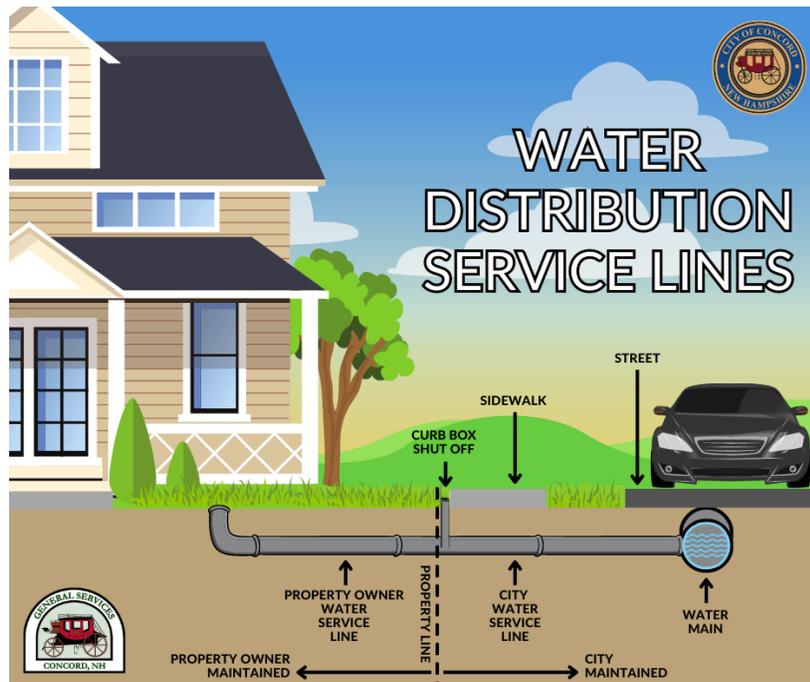


Notice of unknown service line material

The City of Concord is focused on protecting the health of every household in our community. This notice contains important information about your drinking water. Please share this information with anyone who drinks and/or cooks using water at this property.

Concord has been working to identify service line materials throughout the water system over the past 2 years. 2 notifications have been sent to your registered mailing address with no return contact. At this point it has been determined that the property owner water service line (see sketch below) that connects your home to the water main is made from **unknown material** and may contain lead. Because your service line material is unknown, there is the potential that some or all of the service line could be made of lead or galvanized steel pipe. People living in homes with a lead or galvanized steel pipe previously connected to a lead service line have an increased risk of exposure to lead from their drinking water.



Identifying service line material

To help determine the material of your service line, please call 603-225-8693, or e-mail at utilitybilling@ConcordNH.gov to setup an appointment for our staff to confirm the material. In many cases we have found that the services are non-lead. We have also created a self-reporting option with detailed instructions. You can access that option here: <https://www.concordnh.gov/FormCenter/Water-26/Water-Service-Line-Material-SelfReportin-154>

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 worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Steps you can take to reduce lead in drinking water.

Below are recommended actions that you may take, separately or in combination, if you are concerned about lead in your drinking water. The list also includes where you may find more information and is not intended to be a complete list or to imply that all actions equally reduce lead in drinking water.

Use filters properly. Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, 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. For more information on facts and advice on home water filtration systems, see EPA's <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead>.

Clean your aerator. Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

Run your water. The more time water has been sitting in pipes providing water to your home, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. [Include tailored flushing information, if appropriate, or add following language] Residents may contact us at [phone number and/or email address] for recommendations about flushing times in their community.

Getting my water sampled. Contact us, at 603-225-8693 or utilitybilling@ConcordNH.gov to get your water tested and to learn more about the lead levels in your drinking water. To get a sample completed at no cost, we will first need to identify what service line material is entering your home. This will require a site visit which can be scheduled when you contact us. If it is determined your water service is either Lead, or Galvanized Requiring Replacement we will provide a sample test kit. Alternatively, you may contact a certified laboratory to have your water tested for lead. A list of certified laboratories is available at <https://www.4.des.state.nh.us/certifiedlabs/certified-method.aspx> For information on sources of lead that include service lines and interior plumbing, please visit <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water#getinto>.

[Get your child tested to determine lead levels in their blood.](#)

Although there is no confirmation of having a lead service line, you may wish to speak with a healthcare provider to see if your child's blood lead level is elevated and/or if there is a need for blood testing, if you are concerned about potential exposure. Please visit

<https://www.cdc.gov/nceh/lead/advisory/acclpp/actions-blls.htm> for information on these actions.

For information about potential financing solutions to assist property owners with replacement of lead service lines, please contact us at 603-225-8693 or utilitybilling@ConcordNH.gov.

For more information on reducing lead exposure from your drinking water and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead>.