

COMMUNITY WATER QUALITY AND SAFETY

General questions to ask your water system.

- **Where does our water come from?**
 - How is it treated?
 - Do we use corrosion control treatment?

- **How many lead service lines do we have in our community?**
 - How do we know (e.g., recordkeeping, records, construction standards, permits)? *The state has posted a preliminary inventory of distribution materials here. This should be updated annually as water supplies replace lead service lines and identify materials for “unknown” service lines.*

- **What are our plans for identifying unknown service lines and completing our service line inventory?**
 - How are we documenting this information (e.g., database)?

- **Have we sent out letters notifying both homeowners and residents with lead service lines as required under the Lead and Copper Rule (LCR)?**
 - What about homes with “unknown” material service lines as encouraged by EGLE so residents can mitigate potential risk?
 - When did the letters go out?
 - How many were sent?

- **Do we notify residents and homeowners when we determine they do NOT have a lead service line, as recommended by EGLE?**

- **Do we notify all new accounts of their service line material, as required by LCR if the service line is lead?**

- **What are our lead service line replacement plans (e.g., the timeline for replacement, how are priority lines being identified, whether the work is in-house or contract)?**
 - Where is the funding coming from?
 - Do we need funding support?
 - How can we support you to increase the replacement rate?

- **What outreach and communications are we providing to homeowners and residents about participating in the lead service line replacement program? *Not required by LCR, but a best practice.***

- **Are we experiencing any challenges with the lead service line replacement program?**
 - Do we anticipate any challenges with customer participation, funding, contractor availability, others?

- **Have we done any partial lead service line replacements in the past year? *LCR only allows in emergency situations which should be minimal.***
 - How do we notify those homes about the risk of lead exposure?
 - What extra steps do we take to protect the residents in homes where we have to do an emergency partial lead service line replacement? *US EPA recommends filters be provided for six months.*
- **Are all our LCR samples collected at homes that have confirmed lead service lines?**
- **What is the range of lead compliance sampling results? *This should be posted in the annual consumer confidence/water quality report.***
- **Do we resample the homes with the highest lead levels every compliance sampling period?**
- **What strategies do we use to identify homes for compliance sampling?**
 - Do we have challenges finding enough sampling volunteers at lead service line homes?
- **How do we communicate about the risk of lead exposure during construction in our community, such as water, sewer, gas main replacement, and street paving?**
- **When we replace water meters in our community, do we provide water filters at homes with lead service lines?**
 - Do we provide written notification of a lead service line if one is found during the meter appointment?