



Western Virginia Water Authority
Customer Operations
P.O. Box 1140
Roanoke, VA 24006-1140

Providing the highest quality drinking water is the top priority of the Western Virginia Water Authority (Authority). A part of meeting that goal is to make sure that the water coming out of your faucets is lead free. Our drinking water is tested, and it is non-detect for lead when it leaves our treatment facility. We are inspecting all service lines to make sure there are no lead lines in our 1,300-mile distribution system (public side). **To date, no lead lines have been found.**

To help protect customers, the Environmental Protection Agency (EPA) has established a rule - the Lead and Copper Rule Revision (LCRR). As part of the LCRR, all drinking water utilities must develop an inventory of pipe material on public (Authority owned) and private (customer owned) service lines - the connection between the Authority owned water meter and your home's internal plumbing. This pipe material inventory, although not required to be complete, has to be electronically available to the public by October 2024. You will find that inventory as we develop it on our GIS Water Service Line Inventory Map at <https://data-wvwagis.hub.arcgis.com/>.

The LCRR also requires the Authority to notify our customers if they are served by a lead service line or a galvanized iron service line. Our most recent service line inventory indicates that your private line i.e. the line between the meter and your building, is a galvanized service line. Our records indicate the public service line, the line between the water main and meter is (*we'll list the customer's pipe material here*), and we have no record of other material historically used on your public service line.

The EPA has defined "Galvanized Requiring Replacement" to mean where a galvanized service line is or was at any time downstream of a lead service line or is currently downstream of a "Lead Status Unknown" service line. According to the EPA, if the Authority is unable to demonstrate that the galvanized service line was never downstream of a lead service line, we must presume there was an upstream lead service line. Therefore, we are providing you with detailed information about the health effects of lead and steps you can take to reduce your exposure to lead in drinking water.

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 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.

Steps you can take to reduce exposure to lead in drinking water.

- Run your water before use. Daily, allow the water to run at the tap for 5 minutes to flush water through the service line and plumbing in the house before using it for drinking or cooking. Taking a shower, running the dishwasher or flushing the toilet will also flush your lines.
- Use cold water for drinking, cooking and preparing baby formula. Do not cook with or drink 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.
- 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.
- Do not boil water to remove lead. Boiling water does not remove lead.
- Obtain an NSF (National Sanitation Foundation) Certified home water treatment device that is certified to remove lead.
- Identify and replace plumbing fixtures containing lead and any copper piping with lead solder.
- Check home wiring. Water service lines are sometimes used to ground electrical lines. The wiring in your home or building may be attached to your water service line or elsewhere in your plumbing. If you have a lead service line, this can accelerate its corrosion. Have a licensed electrician check your wiring.
- 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.

The Authority has published detailed information, including informative videos, on our website to help you understand more about water service line pipe material. That information can be found at www.westernvawater.org/waterserviceline. Please contact our Customer Service at <https://www.westernvawater.org/contactus> should you have questions about your pipe material.

Our Mission Is Clear
