November 7, 2024

From: Waterville Estates Village District

To: PWS Water System Customer

You are receiving this notice because of new federal requirements for lead in drinking water that water providers must comply with. For decades, water systems have rigorously tested the drinking water they provide to their customers for lead throughout the water system, and per state and federal law, have implemented measures to reduce lead when elevated levels were present. Over time, federal and state regulations have become more protective in reducing lead in drinking water. **This notification and follow-up actions you and the water system can take will continue the process of improving the quality of drinking water.**

The new federal regulations require that water systems identify all service line materials to locate and replace all lead and galvanized pipe downstream of lead by 2037. If a water system has not yet determined the type of material of the service line for your property or has identified that your service line contains lead or galvanized pipe downstream of lead, notices such as this must be sent to you annually by the water system. This notice is intended to make you aware of the status of your service line and identifies actions you can take to help your water provider continue to assess and make improvements to the water system, where necessary.

To assist with this effort, the New Hampshire Department of Environmental Services is providing the following:



- How to confirm your water service line material (QR Code).
- Lab testing for lead in drinking water through your water provider.
- Technical assistance contracts and grants to water system to prepare service line inventories and replacement plans.
- Low-interest loans with 71% principal forgiveness for water utilities to replace water line lead components that may remain in our systems.
- Drinking water lead testing for licensed child care centers and public schools at all faucets where children can drink the water, through our Get The Lead Out New Hampshire program.

For additional information, please contact us at:

Allison Smith – Water Department Administrator
562 Winterbrook Road, Campton, NH 03223
district@waterville-estates.com
603-726-3082

Customer Notice - Unknown Water Service Line Material

Water System Name: Waterville Estates Village District

Water System ID#: 0341030

Why are you receiving this letter?

Because of new federal requirements for lead in drinking water, water systems must notify you that we do not have a record of the piping materials of your water service line. You and other water system customers are receiving this or a similar letter. The good news is that you can help your water system assess, and where necessary, make improvements to your water service lines. Please contact us via the phone or email below for assistance to report your service line materials. Until then, please follow the simple steps below recommended for everyone to prevent potential exposure to lead in drinking water.

What are the Health Effects of Lead?

The Environmental Protection Agency requires we inform you the following: *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*.

What Can I Do to Reduce Exposure to Lead in Drinking Water?

In addition to your service line (see figure on back), other plumbing in your home may contain lead and could increase the levels of lead in your drinking water. These may include faucets, valves, and soldered joints. Please contact us via the phone / email below to request a free water test and to confirm your service line materials. If you're concerned about lead, the following measures can help you prevent potential lead exposure from any drinking water plumbing:

- **Identify your service line materials.** Contact your water system email / phone listed below for assistance to identify your service line materials.
- **Run your water to flush out lead**. If the water hasn't been used for several hours (such as in the morning) run the water for 1 minute or more to flush potential lead from interior plumbing before using it for drinking or cooking.
- Use **cold** water for cooking and preparing baby formula.
- Do **NOT** boil water to attempt to remove lead.
- For pregnant persons, infants, and young children, look for alternative sources or treatment of water such as bottled water or use water filters certified for lead removal.
- Identify and replace home plumbing fixtures containing lead.
- Clean faucet screen (also known as aerator) on a regular basis.
- For general questions on lead exposure, visit NH DHHS Sources of Lead page by scanning the blue QR code.

Getting My Water Sampled

If you are concerned about lead in your drinking water, you may request to have it tested at no cost to you. Please reach out using the contact information below to request a sample test kit.

What is a Service Line?

Service lines are the individual pipes that run from the water main in the street into a home or building. Most service lines are owned and maintained by your water provider up to the curb-stop valve, while the portion from the curb-stop to your home is owned by you, the customer. The materials of both the utility side and your side of the service line need to be identified regardless of ownership.

Replacement of Your Service Line

All service lines identified as lead or galvanized requiring replacement are required to be replaced on a schedule approved by NHDES. Both the utility side and customer side must be replaced to prevent lead exposure and qualify for funding assistance. Please reach out via the contact information below for more information on service line replacements.

Additional information

Please visit NHDES Lead in Drinking Water (black QR code) for more information about sources of lead and how to reduce your exposure.

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

Please contact *Waterville Estates Village District* if you have questions regarding this letter.

562 Winterbrook Rd., Campton, NH 03223
Allison Smith – Water Department Administrator
603-726-3082
district@waterville-estates.com

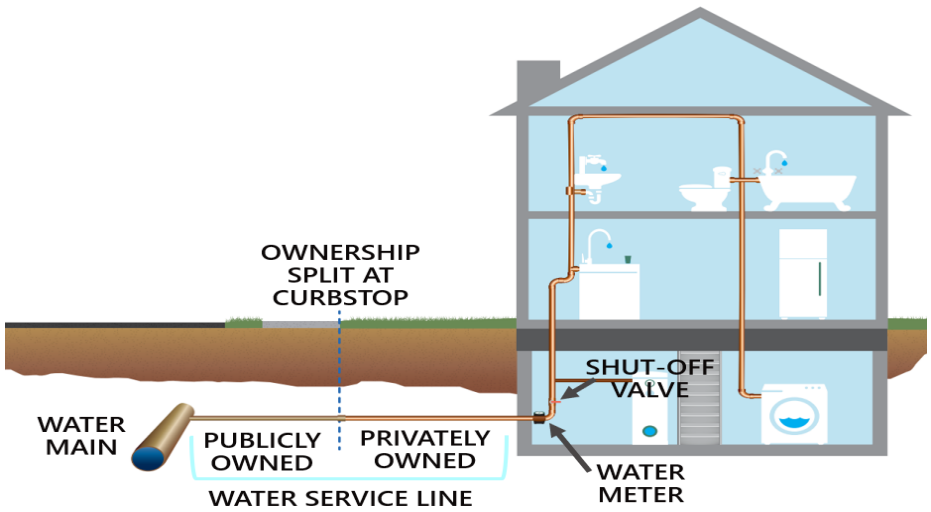


Figure: Typical scenario of a service line (does not represent all scenarios).