

Frequently Asked Questions - Notice of a Confirmed Lead Service Line

What is a “service line”?

A service line is an underground pipe that carries water from Donalds-Due West Water & Sewer Authority's water main to a home or business. Each service line requires connections to the water main and to the water lines and plumbing on a customer's property.

Each service line and connection may consist of multiple plumbing material types including, but not limited to, lead, copper, galvanized iron, and plastic.

What is an “initial service line inventory”?

In 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCRR) to include a new requirement that all water utilities across the country must create initial inventories of their water service lines and connections to find any lead service line or connection that may exist in a water system. These inventories must also include the customers' side of the water meter.

Over the last 28 months, Donalds-Due West Water & Sewer Authority has conducted an initial inventory of our service lines that connect our water mains to your water meter to determine if any of the lines are made of lead. The Donalds-Due West Water & Sewer Authority has only installed plastic service lines since 1971. When a repair was made to a galvanized or lead service line it was replaced with plastic. This inventory is now available online at <https://donaldsduewest.myruralwater.com>. For more information about the EPA's revised Lead and Copper Rule, visit www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule.

The EPA's inventory requirement is designed to find lead wherever it may remain in our system so Donalds-Due West Water & Sewer Authority can develop a fair and equitable plan to remove it in the future. Our initial inventory of our system and our customers' properties had to be completed and publicly available by October 16, 2024. The EPA acknowledges the inventory work can take years to complete, and our work continues over the next few years until the system is fully inventoried.

Should I be concerned about your water service line being made of lead?

It is important to note that Donalds-Due West Water & Sewer Authority purchases its water from Belton-Honea Path Water Authority. Belton-Honea Path's drinking water is lead-free when it enters our system, but as water travels through our system to your faucet, lead can enter the water through service lines or the corrosion of plumbing materials in your private home or building plumbing.

Belton-Honea Path Water Authority's treatment targets the possibility of lead entering our system or your plumbing, minimizing the possibility it may leach into the water. We perform routine water testing to ensure their treatment is effective and our overall results are published every year in our Consumer Confidence Report.

Will Donalds-Due West Water & Sewer Authority replace my lead service line?

Because our water treatment process is confirmed to be working properly throughout our system, Donalds-Due West Water & Sewer Authority is not replacing lead service lines until a fair and equitable plan can be developed. If you are concerned about exposure, you can contact our local

health department or your healthcare provider to find out how you can have your child tested for lead.

Ownership of the water service line is split between Donalds-Due West Water & Sewer Authority and the property owner as shown in the graphic on your letter. Donalds-Due West Water & Sewer Authority owns the service line from the street to the curb stop, and the property owner is responsible for the service line from the curb stop to the building.

It is possible that a finding for lead could be the result of lead on the private property side or in the home/building's plumbing. For this reason, Donalds-Due West Water & Sewer Authority would like to assist you with testing your water to further confirm our treatment is protecting your home/building's water. Please contact us at 864-379-2226 to set up an appointment.

If you decide to replace your service line before our plan is completed, please notify Donalds-Due West Water & Sewer Authority so we can replace the portion under our control and test the water at your tap to ensure it is lead-free.

How do I reduce my potential exposure to lead?

- ***Run the cold water to flush out lead.*** If water has not been used for several hours, run the cold-water faucet for 5 minutes to flush lead from interior plumbing or until it becomes cold or reaches a steady temperature before using for drinking or cooking.
- ***Use cold water for drinking, cooking, and preparing baby formula.***
 - **Do not** cook with or drink water from the hot water tap; lead dissolves more easily into hot water.
 - **Do not** use water from the hot water tap to make baby formula.
- ***Do not boil water to remove lead.*** Boiling water will not reduce lead.
- ***Seek alternative water sources or treatment.*** You may want to consider purchasing bottled water or a water filter.
 - If you use a filter, make sure it is certified to remove lead. Read the directions to learn how to properly install 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.
 - Contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters.
- ***Clean your faucet aerators.*** Regularly clean your faucet's screen (also referred to as an aerator). Sediment, debris, and metals, including lead particles, can collect in the aerator. If lead particles are caught in the aerator, lead can get into your water.
 - These screens should be removed and cleaned regularly.
 - After removing the aerator, it is recommended you flush the cold-water line for 5 minutes.
- ***Test your water for lead.*** The only way to determine the level of lead in drinking water at your home/building is to have the water tested. If you would like your water tested, contact us at 864-379-2226.
- ***Test your child's lead level.*** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

Where can I get more information?

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is also available from the Safe Drinking Water Hotline (1-800-426-4791) or at www.epa.gov/safewater/lead.

Providing safe, reliable drinking water to our consumers and the community is our top priority, and we are committed to reducing lead exposure in water. Should you require any additional information or assistance, please feel free to reach us at 864-379-2226.