

Customer Notice

Unknown Water Service Line

Water System Name: Hill Water Works

Water System ID#: 1131010

Why Are You Receiving This Letter?

Because of new federal requirements for lead in drinking water, we are notifying you that we do not have a record of the piping materials of your water service line. Please follow instructions below to identify and report the piping materials of your water service line so that we may complete our water system inventory records.

What is a Service Line? (figure)

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.

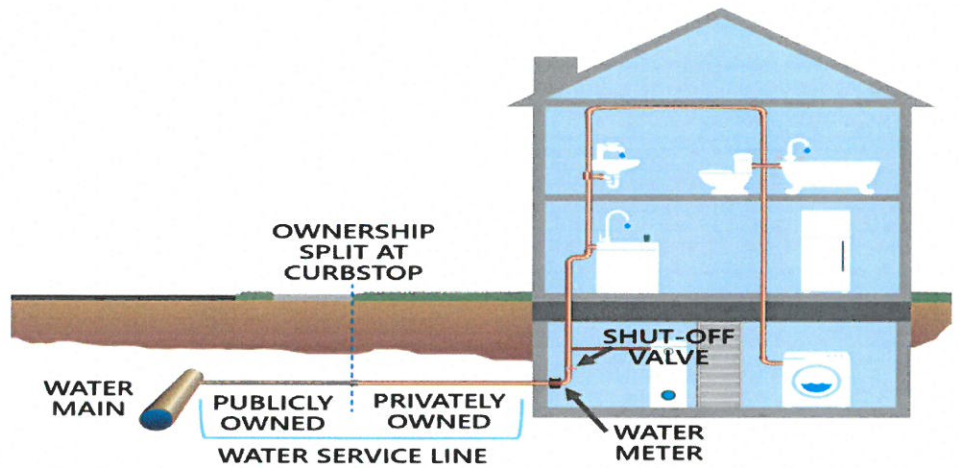


Figure: Typical scenario of a service line (does not represent all scenarios).

How to Identify Your Service Line?

- Reach out to your water system contact on the back of this page to schedule an inspection.
- Scan the QR code to the right to perform a scratch and magnet test to identify the piping materials. Take photos and email them to your water provider.
- Both the private-side and the utility-side of your service need to be identified. Your water system will let you know if additional information is needed.



Can I Get My Water Tested?

If you are concerned about lead in your drinking water, you may request to have it tested. Please reach out using the contact information at the end to request a one-time lead sample test kit.

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 potential lead in your service line, 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 follow the instructions below to reduce potential lead exposure from your home drinking water plumbing:

- **Run your water to flush out lead.** If the water hasn't been used for several hours such as first thing in the morning, run the water for 1 minute or until it runs cold before using water for drinking or cooking.
- **Always use cold water** for cooking, drinking and preparing baby formula.
- **Do NOT boil water** to attempt to remove lead.
- For pregnant persons, infants, and young children, **use alternative sources such as bottled water or 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 Department of Health and Human Services (DHHS) Sources of Lead page by scanning the QR code to the right.



Service Lines with Lead and/or Galvanized Requiring Replacement

Any service lines identified as lead or galvanized requiring replacement must be replaced on a schedule approved by the state. Both the utility side and customer side should be replaced to prevent lead exposure. Contact your water system for information on service line replacements if needed.

Additional Information:

Please visit NHDES Lead in Drinking Water (black QR code on the right) 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 your water system using the contact information below if you have questions regarding this letter.



Water System Contact

PWS Contact Name: **Charles Estes, Superintendent**

PWS Contact Phone: **1-603-707-2260 voice / text**

PWS Contact Email: **CEstes@townofhillnh.org**

Customer Notice

Galvanized Requiring Replacement Water Service Line

Water System Name: HILL WATER WORKS

Water System ID: 1131010

Why are you receiving this letter?

Because of new federal requirements for lead in drinking water, water systems must notify you that some or all of your water service line is made of **Galvanized Requiring Replacement**, which may increase your risk of exposure to lead from your drinking water. Listed below are several steps you can take to reduce the risk of lead exposure until the service line can be replaced. If you believe this classification of your service line to be incorrect, please contact us via the phone or email below.

What are the Health Effects of Lead?

The Environmental Protection Agency requires we provide you with the following notice: *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.*

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 on the right.



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 via 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 using the contact information below for more information on service line replacements.

Additional information

Please visit NHDES Lead in Drinking Water (black QR code on the right) 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 your water system using the contact information below if you have questions regarding this letter.



Water System Contact

PWS Contact Name: CHARLES ESTES

PWS Contact Phone: 1-603-707-2260 Voice / Text

PWS Contact Email: CEstes@townofhillnh.org

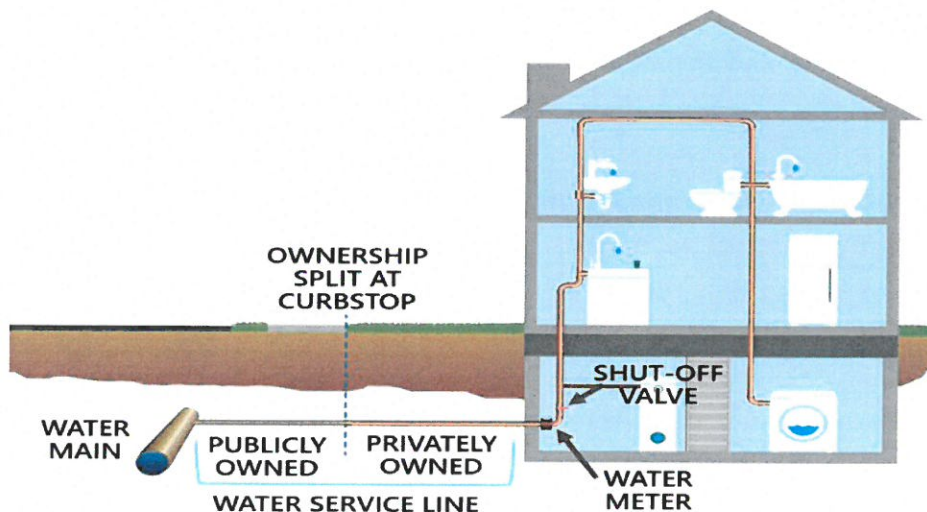


Figure: Typical scenario of a service line (does not represent all scenarios).