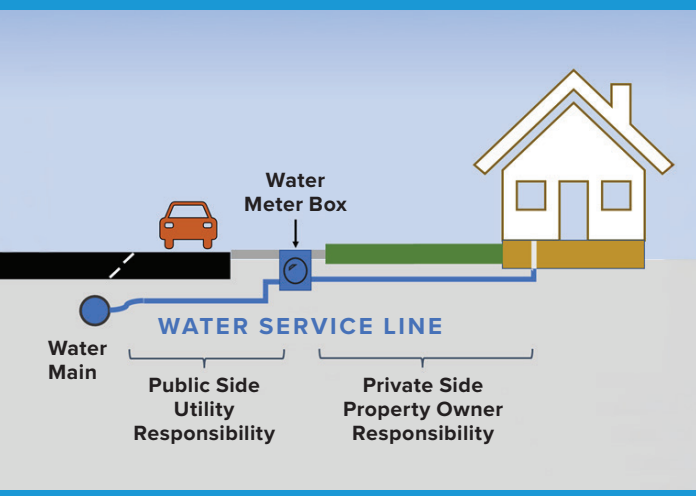

If you have questions or concerns, please email DWUWaterQuality@dallas.gov.

For more information on DWU's Lead and Copper Program, please visit bit.ly/DWULeadInfo.

Para solicitar una copia de este aviso en español, envíe un correo electrónico a DWUWaterQuality@dallas.gov o visite bit.ly/DWULeadInfo.

For assistance and to submit a Service Request
Call 3-1-1, the City of Dallas Information Line, or download the Dallas 311 app for iOS or Android.

DWU Customer Service
214-651-1441
Monday - Friday, 8 a.m. - 5 p.m.

dallas water utilities

City of Dallas

First-Class Mail
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Dallas, TX
Permit No. 150

Water Quality Division
4334 Scottsdale Drive
Dallas, TX 75227

dallas water utilities

City of Dallas

IMPORTANT INFORMATION

Dallas Water Utilities

Lead and Copper Program

dallas water utilities

City of Dallas

DALLAS WATER UTILITIES LEAD AND COPPER PROGRAM

Dallas Water Utilities (DWU) provides safe and reliable drinking water to your tap with continuous water quality testing and monitoring.

Regulations released by the U.S. Environmental Protection Agency (EPA) and the Texas Commission on Environmental Quality (TCEQ) require all drinking water systems, including DWU, to identify the material of water service lines. The service line is the pipe connecting the water main to your property. In addition, water systems are required to provide notification to customers when the material of their service line is unknown as it **may** contain lead, a material that can cause serious health concerns.

You are receiving this notification because the material of your service line is still unknown.

DWU is working to identify all service lines in our distribution system but needs your assistance in identifying the material of the service line on your property.

This current effort is different from past initiatives in one important way: **it requires YOUR involvement**. Unlike previous efforts, the federal Lead and Copper Rule Revisions require water utilities nationwide to identify service line materials on both the public and private sides of the meter. Because property owners control and are responsible for maintaining the private side of the service line - from the water meter to the home or building and including all interior plumbing - **we need your cooperation to complete this critical work**.

DWU has developed a quick and easy survey to guide you through this process. The survey will ask you to locate and identify the material of your water service line, provide details on how it connects to your home or building and complete a brief questionnaire. To get started, visit bit.ly/DWULeadInfo or simply scan the QR code with your phone and follow the instructions.

DWU consistently meets or exceeds all federal and state drinking water standards and has been recognized as a Superior Water System - the highest rating offered by TCEQ. DWU's efforts to eliminate lead service lines and components that could leach lead into the water began more than 48 years ago. Additionally, Dallas' water treatment process includes proven corrosion control methods that can prevent lead from leaching into the water system. This is part of our commitment to protecting public health and ensuring that everyone in Dallas continues to have access to high-quality drinking water.

Only with your cooperation can we meet the requirements of the Lead and Copper Rule Revisions by determining the material on the private side of your service line. We appreciate you taking the time to complete the Customer Service Line Survey and for doing your part to support this important initiative.

Customer Service Line Survey

LEAD INFORMATION

This notice contains important information about your drinking water. Please share this information with anyone who uses water at this property for drinking or cooking. This includes residents, staff or visitors at apartments, nursing homes, schools, businesses and childcare facilities.

Health effects caused by lead exposure

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 an increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure and kidney or nervous system problems.

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

Here are some recommended actions you can take, separately or in combination, if you're concerned about lead in your drinking water. This list provides useful steps and additional resources but is not exhaustive, nor does it suggest that all actions are equally effective in reducing lead.

- **Identify your water service line material:** Complete the DWU Customer Service Line Survey or consult a licensed plumber to determine if the water service line (pipe) connecting your home to the water main is made of lead, galvanized or other materials.
- **Use certified filters:** To reduce lead, use a filter that is certified to remove lead from drinking water. Follow the manufacturer's instructions for proper installation, maintenance and timely cartridge replacement. Avoid using hot water with the filter, as it can reduce effectiveness. For more information on certified home water filters, visit the EPA's filter guide at bit.ly/EPAFilterInfo.
- **Clean your aerator:** Regularly clean your faucet's aerator (the screen) to remove sediment, debris and potential lead particles that may have accumulated.
- **Use cold water:** Use cold water for drinking, cooking or preparing baby formula. Lead leaches into the water from the pipe more easily in hot water and boiling water does not remove lead.
- **Run your water:** The longer water sits in your pipes, the more lead it may contain. Before using tap water for drinking, flush the pipes by running the tap, taking a shower, doing laundry or running a dishwasher. The time needed to flush depends on whether your home has a lead service line, as well as the length and size of the pipes in your plumbing system.

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