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## Frequently Asked Questions

## Related to Notice of a Service Line Made of Unknown Material

***What is a “service line”?***

A service line is an underground pipe that carries water from SJWD Water District’s public water main to the plumbing in a customer’s home or business. Each service line may consist of multiple plumbing material types including, but not limited to, lead, copper, galvanized iron, and/or plastic.

***What is an “initial service line inventory?”***

In 2021, the U.S. Environmental Protection Agency (USEPA) revised the Lead & Copper Rule (LCRR) to include a new requirement that all water utilities across the country must create an initial inventory of all water service lines to find any lead service lines that may exist in their water system. These inventories must also include the service line located on the private side (customer’s side) of the water meter.

Over the last 36 months, SJWD has created an initial inventory of the service lines that connect our public water mains to your water meter to determine if any of the lines are made of lead. This inventory is now available at www.sjwd.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](http://www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule).

***Why does SJWD not know what material my service line is made of?***

However, SJWD, like most public water utilities, has very little or no control over the material that is used on the private side (customer’s side) of a water service. Because of this, most utilities only know what material has been used for the public side of the service (from the public main to the water meter). SJWD has identified the material of all service lines on our side of the water meter (from the public water main to the water meter).

***What is SJWD doing to try to identify what material my service line is made of?***

SJWD will continue to update the service line inventory until the material of all service lines has been identified on both the public and private side of the water meter. To help with this inventory update process, SJWD has created an online service line inventory survey so customers can take part in helping confirm the material of their service line. The survey, which can be found at [www.sjwd.com](http://www.sjwd.com), provides information that helps you determine if you have a lead, galvanized, or non-lead service line.

***What should I do if my service line material is unknown?***

If you have been notified that your service line material is unknown, please follow the steps outlined in the letter SJWD sent to you. Knowing the material of your service line will help determine if any further steps are necessary. It is important to note that finding a line of unknown material does not mean you have been exposed to lead; however, the existence of an unknown material service line may increase your risk of exposure.

SJWD’s corrosion protection water treatment process has been proven to greatly reduce the possibility of lead entering your water from corrosion in your service line or internal plumbing. Because of these results, currently, SJWD does not intend to replace any private service lines with a designation of “unknown” material.

***What should I do if I think my service line is made of lead?***

If you suspect you have a lead service line, you can reach out to SJWD to assist with the verification of your service line material and recommended next steps. Additionally, SJWD is providing the following steps you can take to help reduce possible drinking water related lead exposure.

* ***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 SJWD at by phone at (864) 439-4423 or by email at sltaskforce@sjwd.com.
* ***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*](http://www.epa.gov/safewater/lead)*.*

Providing safe, reliable drinking water to our consumers and the community is a top priority of SJWD. Should you require any additional information or assistance, please feel free to reach out to us at (864) 439-4423 or sltaskforce@sjwd.com.