

## CUSTOMER-OWNED LEAD LEFT BEHIND

### CITY-OWNED SERVICE LINE LEAD FREE. SERVICE LINE RECONNECTION NOTICE.

The city-owned service line was replaced and your water service has been connected to the water main. The customer-owned portion of your service line is still lead.

### TODAY, BEFORE CONSUMING WATER:

- 1. FLUSH** – Before ANY water is used in your home, flush your home’s plumbing by removing aerators and running the COLD water at each tap at the same time for 30 minutes.
- 2. FILTER** – A water pitcher and filters certified to remove lead were left in a bag near this door hanger. The filters should be used FOR ALL WATER YOUR FAMILY CONSUMES until water quality test results show lead levels are below the federal action level of 15 ppb.
- 3. SAMPLE** - After performing the 30 minute flush and after water has sat in your plumbing for at least 6 hours unused, collect a Service Line Water Quality sample following directions left with the sample bottle. This should be collected within 3 days of reconnection.

For questions and more information about our offer to replace your customer-owned lead service line, visit [clevelandwater.com/lead](http://clevelandwater.com/lead) or call our Lead Inquiry Line at 216.664.2882 from 8 am to 5 pm M to F.



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### Keep Your Home's Water Healthy.\*

Flush, Clean and Consume Cold are actions all customers should implement to help ensure the highest quality water is coming out of your tap, especially if there is the possibility of lead in your plumbing system. In some situations, a water main repair/replacement may temporarily increase lead levels in water and/or cause discoloration. These actions are important to take when water has been restored after a disruption of service.

**FLUSH:** Flush your cold water lines before consuming water when water has not been used for 6 or more hours. The goal is to have cold, fresh water from the main in the street come out of your tap before drinking the water. To flush the plumbing, run water until you feel a temperature change then run water for an additional 30 seconds to 3 minutes. The time depends on the length of your service line. When in doubt, flush it out.

**CLEAN:** Clean your faucet aerator screens regularly. Small particles of solder and other material can accumulate in faucet aerators and in some circumstances can release lead into the water. Aerators should be cleaned at least twice a year, and more frequently after work on your plumbing system.

**CONSUME COLD:** Always use cold water for cooking, drinking and preparing baby formula. Hot water corrodes pipes faster and is more likely to contain lead. If you need hot water for food or drinks, get water from the cold water tap then heat the water.

\*As a standard practice the USEPA recommends these actions to reduce possible lead exposure in drinking water.

### ***Cleveland Water***

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