



Cleveland Water

USING FILTERS CERTIFIED TO REMOVE LEAD

INSTRUCTIONS

When to use the filtering pitcher and replacement cartridges

Customers who have been provided a filtering water pitcher certified to remove lead should begin using the filter **AFTER** flushing your home's cold water plumbing. Instructions for flushing your home's plumbing were provided and are also available at clevelandwater.com/lead and then by clicking the Door Notice link. This full house flush must be done the day you are reconnected to the water main.

Immediately after you flush your plumbing, you should begin using the filter for all water consumed. Consumed water includes ALL water used for drinking, cooking, making baby formula, brushing teeth and making hot drinks including water used in coffee machines.

- Always use water drawn from the **COLD WATER** line before filtering for consumption.
- If your refrigerator has a water dispenser/automatic ice maker, ensure the appliance's filter is certified to remove lead. If it is not, either obtain a filter certified to remove lead by a certifying organization such as the National Sanitation Foundation International (NSF), Underwriters Laboratory (UL), or Water Quality Association (WQA) or use the water filtered through the pitcher to make ice cubes and for drinking.

How do I use the filtering water pitcher and replacement cartridges?

Manufacturer's instructions for how to use the water pitcher with filters certified to remove lead are included with the pitcher and filters. Only use water drawn from the **COLD WATER** line before filtering.

When should the filter be changed?

Water filters need to be changed regularly in order to reduce lead and other contaminants. Follow the manufacturer's instructions that come with your water filtering pitcher and replace filter cartridges as recommended. A sign that a filter needs changed is when the flow rate of the water being produced by the system slows dramatically. Filters must be maintained and changed according to the manufacturer's instructions or users risk increasing their lead exposure.

Customers are encouraged to develop a system to keep track of how many times they filled their reservoir to ensure cartridges are changed appropriately.

- Each cartridge can filter 40 gallons.
- The pitcher holds 8 cups at a time.
- This means you can completely refill the reservoir 80 times before you need to change the cartridge.
- Mark your calendar when you begin using a new filter.



If I need replacement filters or want to purchase a different filtering device to remove lead, what should I look for?

If you are purchasing a water treatment device to remove lead, please ensure the product's packaging specifically states that it is certified to meet the **NSF/ANSI standard 53 for removing lead**. If you are purchasing replacement filters for the provided pitcher, please purchase filters identical to the ones that were provided.

While a non-certified cartridge may look similar in size and even appear to fit inside the housing of a water treatment system, even the smallest size difference could allow contaminated water to go around the cartridge rather than through it. Additionally, non-certified filter cartridges may not be of the same quality as the manufacturer's recommended replacement. This could result in the water not being filtered effectively or even the introduction of chemicals into the water from materials that were never verified to be acceptable for drinking water.

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When are filters provided?

Beginning Oct. 1, 2018, Cleveland Water will offer customers filtering water pitchers certified to remove lead and two replacement cartridges after certain water main replacements and service line repairs. Customers will be offered filters when:



Customer-owned Lead Left Behind: Customers who receive an orange and purple door hanger still have lead in the customer-owned portion of the service line. These customers have a higher risk for lead exposure in drinking water and should only consume filtered water until their service line water sample test for lead is less than the federal action level of 15 parts per billion. Cleveland Water will provide these residents a sample bottle and instructions to take a service-line water sample. This sample should be taken after performing the 30-minute full house flush, and it must be taken within 3 days of water service being restored. Cleveland Water will collect filled sample bottles, analyze the water, and inform individual customers of their water's lead test results.



Service Line Reconnection Notice in Project Area with Lead: Customers who receive a yellow and purple door hanger either had no lead in their service line or had all visible lead removed from their service line connection. However, their home is in a project area in which at least one customer may still have a lead customer-owned service line. Customers who receive a yellow and purple door hanger should perform the 30-minute full house flush before using the filtering water pitcher. These customers are eligible to have their water tested for lead by Cleveland Water in accordance with the American Water Works Association industry standard, which is around 30 days after the home was reconnected to water service. To request a sampling kit, please call Cleveland Water's Lead Inquiry Line at 216.664.2882.

How long should I filter my water?

The length of time customers should filter their water is a personal choice which should be based on the potential risk of lead exposure through their home's plumbing system. The color-coded door notices may help you understand your risk. Customers who received an orange and purple door notice should be using the lead filtering water pitcher for all water used for consumption until test results indicate that unfiltered lead levels in your home are lower than the federal action level of 15 parts per billion.

What does filter certification mean?

Filters provided to you by Cleveland Water are required to meet the NSF/ANSI standard 53 for removing lead. NSF/ANSI Standard 53 for Drinking Water Treatment Units is the nationally recognized standard for evaluating and certifying drinking water treatment systems for the reduction of contaminants from drinking water. Water filters are tested and certified to NSF/ANSI 53 to ensure they reduce contaminants, including lead, per the requirements of the standards.

How will I know if my service line is still lead?

Cleveland Water has developed a system of distinctly colored door notices to help our customers know what actions to take when work impacts their home. Cleveland Water always replaces city-owned lead service lines when they are found during main replacement projects and emergency repairs. Customers can perform the magnet and penny test found at clevelandwater.com/lead to know the material type of the customer-owned portion of the service line.

Customers who receive a two-tone all purple door hanger have been reconnected to the new water main in a project area that had lead, AND all visible lead has been removed from ALL city-owned and customer-owned service line connections. Customers are not provided filters in this case.



FLUSH



CLEAN



CONSUME COLD

Ensure the high quality water delivered
to your home comes out of your tap.



Cleveland Water

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