



Cleveland Water

SERVICE LINE WATER SAMPLE FROM CUSTOMER WITH NO LEAD/LEAD REMOVED

OPTIONAL WATER SAMPLE

You are receiving this service line sample kit to help us verify the quality of water in your home after all visible lead service line material has been removed from your connection; or if your home's service line was not lead, when your home was in a project area that had lead service lines. Service lines connect the water main in the street to the plumbing inside your home. Please read ALL instructions before collecting the sample from the cold water tap at the kitchen sink.

SAMPLE COLLECTION INSTRUCTIONS

Check the box after you read each step.

1. About 30 days ago, water service was restored to your home after all lead was removed from your service line. At that time, you should have performed a 30-minute full house flush before ANY water was used in your home. Flushing your home's plumbing includes removing aerator screens on all faucets then running the cold water at each tap at the same time for 30 minutes. Full instructions are available at clevelandwater.com/lead.
2. If you have not performed the full house flush, do it now. Before turning on all cold water taps in the house, ensure all under-counter treatment units and/or full-house treatment systems are bypassed or disconnected. After 30 minutes, turn off all faucets, clean each aerator, and then reattach all aerators.
3. Before collecting this sample, the water must sit UNUSED in the house for at least 6 hours. This usually means sampling first thing in the morning, or first thing when you return home from work. IF ANY WATER IS USED IN THE HOUSE DURING A 6-HOUR PERIOD, YOU CANNOT SAMPLE AND MUST WAIT TO SAMPLE UNTIL THE WATER HAS NOT BEEN USED FOR 6 HOURS. Water use includes any time hot or cold water is drawn through a faucet, shower/bathtub, washing machine, toilet flushing, automated lawn sprinklers, and ice cube makers.
4. Collect the sample from the COLD WATER line at the KITCHEN SINK. Do not remove the aerator screen from the faucet.
5. Unscrew the sample bottle lid. Place the lid on the counter.
6. Turn on the cold water faucet at normal flow and place your hand or wrist in the flow. When you feel a noticeable temperature change, completely fill the sample bottle. Then screw the lid back on.
7. Complete AND SIGN the chain of custody form ON THE OTHER SIDE of this paper.
8. Call 216.664.2882 to let Cleveland Water know that your sample bottle is ready for pickup.
9. Place the chain of custody form in the envelope. Place the envelope and the sample bottle back in the bag. Place the bag outside where it was dropped off to your house, which is usually a front porch.
10. If you have an under-counter or whole-house treatment system, reconnect and/or turn it back on at this time.

Cleveland Water will collect your water quality sample, test it, and report the results to you within 2 business days after receiving the results. If you have questions on how to sample, please watch our short demonstration video online at clevelandwater.com/lead and click on the DOOR NOTICE link or contact our Lead Inquiry Line at 216.664.2882 Monday through Friday from 8 a.m. to 5 p.m.

(Turn over and complete the chain of custody form)

Sample Number: _____
(To be filled in by Cleveland Water)

Cleveland Water

CHAIN OF CUSTODY FORM FOR SERVICE LINE WATER SAMPLE FROM CUSTOMER WITH NO LEAD/LEAD REMOVED

Name:

Phone:

Address:

Email (optional):

Do you own or rent? If rent, please list the name and contact information for your landlord.

Own Rent

When was the water last used, before sampling?

Date:

Time:

AM / PM
(circle)

When was the sample taken?

Date:

Time:

AM / PM
(circle)

Initial to verify the sample was taken from the kitchen sink:

Do you have any treatment devices that could not be turned off at the kitchen cold water line?

Yes No

If "Yes," please provide information about the device (softener, carbon filter, under-counter reverse osmosis unit, what the device is certified to remove, etc.)

I verify that I have taken the service line water sample according to the instructions to the best of my knowledge.

Sign here please:

Date:

Cleveland Water will keep all the information on this sheet confidential with the exception of what needs to be submitted to Ohio EPA. Please remember to complete the above form, including the signature, and return it with your bottle in the original bag. We will provide you with the lead test results within 2 days of analysis. If your lead results are above the federal action level of 15 parts per billion, additional information will be provided.

PLEASE CALL THE CLEVELAND WATER LEAD INQUIRY LINE AT 216.664.2882 WHEN YOUR SAMPLE IS READY FOR PICKUP.

If you get the voicemail, please leave your full name, address, phone number, the reason for your call, and a good time for us to call you back. We will respond as soon as possible. Thank you!

Sample Number: _____
(To be filled in by Cleveland Water)



FLUSH



CLEAN



CONSUME COLD

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



Cleveland Water

1201 Lakeside Avenue • Cleveland, Ohio 44114
216.664.2882 | clevelandwater.com/lead



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