



# Cleveland Water

## CITY-OWNED SERVICE LINE REPLACEMENT CUSTOMER-OWNED LEAD LEFT BEHIND

### REQUIRED WATER SAMPLE

You are receiving this sampling kit to help us verify the quality of water in your home after a partial lead service line replacement. A partial replacement means the city-owned portion of the service line was lead and was replaced. The customer-owned service line is still lead. This sampling is part of the Ohio EPA Lead Rule requirements that became effective Oct. 1, 2018. Following all sampling procedures is very important. 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. When water service was restored, 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 included in the bag with the lead filtering water pitcher provided to your home and are also available at [clevelandwater.com/lead](http://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. Next, within 3 days of water service being restored, you will need to collect a water 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.
11. Customers 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.

**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 video online at [clevelandwater.com/lead](http://clevelandwater.com/lead) then click 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 WHEN CUSTOMER-OWNED LEAD IS LEFT BEHIND

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.)

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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:
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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 business 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)



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



**Cleveland Water**

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