



<Date>

Homeowner
«AddressBlock»

Notice of Unknown Material Service Line

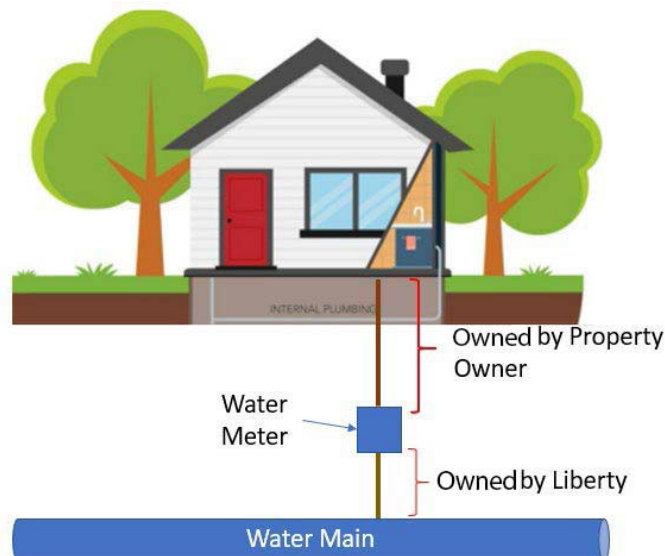
<Insert homeowner address>

ATTENTION: This notice includes important information about your water service and possible lead exposure.

Dear Resident,

Liberty Utilities recently completed a Lead Service Line Survey in your area. During this survey, we were unable to determine the pipe material for the service line(s) from the property line to the building inlet serving the above-referenced address. This notice is to advise you that your service line may be lead.

A service line is a portion of pipe that connects the water main to the building inlet, as shown in the picture below. Ownership of the service line will vary by system, but for the Liberty - <system name> system, the service line to the property line and meter is owned by Liberty and the service line from the property line to the building inlet is owned by the property owner.



If you would like more information about our service line inventory, you can find it at www.libertyenergyandwater.com.

Health Effects of Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have an increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

What Are the Sources of Lead?

Lead is a common metal found in the environment. The main sources of lead exposure are lead-based paint and lead-contaminated dust or soil. Drinking water is also a possible source of lead exposure. Most sources of drinking water have no lead or very low levels of lead. Most lead gets into drinking water after the water leaves the local well or treatment plant and comes into contact with plumbing materials containing lead. These include lead pipes, lead solder (commonly used until 1986), as well as faucets, valves, and other components made of brass.

Steps You Can Take to Reduce Exposure to Lead in Drinking Water

- **Flush the water.** If the water from the cold-water faucet has not been used for several hours, turn the cold water tap on and let it run for 30 seconds to 3 minutes before using for cooking or drinking. The length of time you let the cold-water tap flush will depend on the distance to the water main in the street; the size of the building; and the plumbing configuration of the building. Larger homes that are set back at a distance from the street will generally require a longer flush time to remove standing water from the pipes. If you are concerned about wasting this water, you can collect it and use it to water plants or for another non-consumption purpose. Flushing tap water is a simple and inexpensive measure you can take to protect your health.
- **Don't consume water from the hot water faucet.** Always use fresh water from the cold-water tap for cooking or drinking. Lead from lead-containing plumbing materials and pipes can dissolve into hot water more easily than cold water. Do not drink, cook, or prepare beverages including baby formula using hot water from the tap. If you need hot water, draw water from the cold tap and then heat it.
- **Do not boil water to remove lead.** Boiling water will not reduce lead; however, it is still safe to wash dishes and do laundry. Lead will not soak into dishware or most clothes.
- **Water filtration systems.** If you purchase a water filtration system, be certain that it is certified for lead removal before making the investment. If you choose to purchase a water filtration pitcher, read the package to be sure the filter is an NSF/ANSI Standard 53 certified lead filter; or contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters.
- **Remove and clean aerators/screens on plumbing fixtures.** Over time, particles and sediment can collect in the aerator screen. Regularly remove and clean aerators screens located at the tip of faucets and remove any particles.
- **Test your water for lead.** Arizona Department of Health Services has certified environmental laboratories that will help you with your water testing: <https://app.azdhs.gov/bfs/labs/elbis/drinkingwatertestinglabs/drinkingwatersearchcontentpage.aspx>

- **Get your child tested.** If you are concerned about lead exposure, contact your local health department or healthcare provider to find out how to get your child tested for lead.
- **Have an electrician check your wiring.** If grounding wires from the electrical system are attached to your pipes, corrosion may be greater. Check with a licensed electrician or your local electrical code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper grounding can cause electrical shock and fire hazards.
- **Water softeners and reverse osmosis units** will remove lead from water but can also make the water more corrosive to lead solder and plumbing by removing certain minerals; therefore, the installation of these treatment units at the point of entry into homes with lead plumbing should only be done under supervision of a qualified water treatment professional.

Determining Your Service Line Material

If your home or building was constructed prior to 1988, it is important to determine if lead pipes are present. To determine the material of your service line, you can do the following:

1. Retain the services of a qualified plumber to identify your service line material.
2. Obtain a home sampling kit.
3. Observe the service line.

One way to verify the material of your service line is using the scratch and magnet test:

Lead Pipe:

- Dull silver gray.
- Soft and easily scratched (appears shiny).
- Magnet will not stick.

Galvanized:

- Silver gray.
- Difficult to scratch.
- Magnet will stick.

Copper:

- Copper/bronze color.
- Magnet will not stick.

If you have any questions, please contact us at (844) 367-2030 or email us at SLInventoryWest@libertyutilities.com. For more information you can visit <https://www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule> and <https://azdeq.gov/LeadCopperRule>

Please share this information with all other people who consume this water at this address provided by Liberty, especially those who may not have received this notice directly (for example, people in nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail. If you are a tenant, please forward this notice to the homeowner immediately. If you are an owner or landlord of a multi-unit dwelling (e.g., apartment building) you must distribute this information to every resident.

Date distributed: 09/30/2024