

# WHAT TO DO AFTER YOUR LEAD SERVICE LINE HAS BEEN REPLACED

Today, we replaced all or a portion of the service line at your property because it was made of lead or galvanized steel pipe. Please follow these important instructions regarding immediate and maintenance flushing, as well as use of the pitcher filter we provided.



## IMMEDIATE WHOLE HOUSE FLUSH

Your household plumbing will need to be flushed to remove any sediment or debris like pipe scale that may have come loose during replacement. We will help you flush your plumbing.

**BEFORE** you consume tap water or use hot water, flush your household plumbing. Consuming includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

1. Find the closest **cold water** tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using an outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home water treatment unit(s), per manufacturer's instructions.
2. Fully open the cold water tap and let the water run for **at least 30 minutes**.

**Next, flush the remainder of your household plumbing as follows<sup>2</sup>:**

3. Find all cold water faucets that will drain properly into a sink/basin, tub, shower or laundry tub, and remove any aerators and screens from the faucets that will be flushed. **If applicable:** Remove any filter devices.
4. Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
5. Let the water run for **at least 30 minutes** at the last tap you open on the top floor.
6. Turn off each tap starting with the taps on the top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

<sup>1</sup> Galvanized lines that follow lead piping are also eligible for the replacement program.

<sup>2</sup> Source: American Water Works Association (AWWA)

## USE THE PITCHER FILTER PROVIDED

**As part of the U.S. Environmental Protection Agency's Lead and Copper Rule Revisions effective October 16, 2024, water providers must distribute a pitcher filter to customers and encourage use after a lead service line replacement.**

It is recommended that customers use the pitcher filter provided for all drinking water use, such as cooking, preparing food, making baby formula, making ice and filling pet bowls, for the next **6 months**. Replacing a lead service line has been shown to potentially cause temporary increases in lead levels. Using a pitcher filter designed to remove lead from drinking water can help reduce your overall exposure to lead. Please review the manufacturer's instructions on proper use of the filter and contact us if you need a replacement filter cartridge during this 6 month period. See next page for more information.

### About 3 months after the service line replacement:

We'll send you a postcard with information on how to arrange to have your water tested for lead at no additional cost to you. Your test results will be provided once they are available.

## DAILY AND MONTHLY MAINTENANCE FOR 6 MONTHS

Other steps to help reduce your potential exposure include:

- **DAILY (for 6 months):** Each morning or any time the water in the faucet has gone unused for more than 6 hours, flush your tap for **5 minutes** before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for 6 months):** Remove and clean all faucet aerators. After 6 months, clean aerators twice a year.

**Please note:** Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. Flushing these types of fixtures can help reduce your potential exposure to lead. See reverse for more tips. If you have concerns about the plumbing in your home, you will need to contact a licensed plumber.

**If we had to excavate the road, yard, sidewalk or driveway:** We will provide a temporary surface restoration and, weather permitting, complete the permanent restoration work in approximately 90 days to allow time for the soil to settle.

**Note:** Permanent restoration work may be delayed during winter months (from mid-October through early April) depending on regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring.

# ABOUT PITCHER FILTERS

**New Jersey American Water tests for lead in accordance with regulatory requirements. The results of these tests indicate the water meets drinking water standards related to lead.** In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water by monitoring our treatment processes and adding a corrosion inhibitor where needed.

## Why should I use a pitcher filter?

Replacement of lead and certain galvanized service lines may result in a temporary increase in lead levels in drinking water. To comply with the EPA's Lead and Copper Rule Revisions, water providers must distribute a pitcher filter to customers and encourage use after a lead service line replacement. Please review and follow the manufacturer's instructions on proper use of the filter.

## When should I use the pitcher filter?

EPA recommends the pitcher filter be used for all drinking water use, such as cooking, preparing food, making baby formula, making ice and filling pet bowls, for the next **6 months**.

Non-filtered water can be used for other activities, such as showering and bathing.

## Can I brush my teeth and use water for bathing and showering?

Yes. Human skin does not absorb lead in water, and brushing teeth is not typically identified as an exposure route. To be sure, avoid swallowing large amounts of water while brushing your teeth.

## Do I need to filter water for my pets?

Pets should be given filtered drinking water as well.

## Can I boil the water instead of using the pitcher filter?

No, boiling water will not remove lead.

## Can I use a filter I already have?

EPA recommends customers use filters that are certified to NSF Standard 53, which can be used for lead removal for drinking and cooking if maintained as recommended by the manufacturer. For guidance on verifying if your filter is certified to remove lead, see NSF International's guide to certified filtration devices.

## How long do I need to use the pitcher filter?

EPA recommends using a pitcher filter for 6 months after the replacement of lead and certain galvanized service lines.

## What do I do when the "replace filter" indicator light on my filter is lit? What if I am out of cartridges?

The filter cartridge should be replaced when the replace filter indicator light turns on. In addition to the pitcher filter, we provided you with cartridges that are designed to last 6 months. If you run out of cartridges within 6 months of the service line replacement, you can order a replacement cartridge online by scanning the QR code and completing the form. After 6 months, replacement cartridges are available for purchase from a number of retailers.



## Will I be charged for the pitcher filter?

No, there is no charge to you for the pitcher filter provided or replacement cartridges for the first 6 months.

## Do I need to return the pitcher filter after 6 months?

No. If you wish to continue using the pitcher filter after 6 months, it is important to replace the cartridge as specified by the manufacturer; replacement cartridges are available for purchase from a number of retailers.

## HEALTH EFFECTS OF LEAD

According to the U.S. Environmental Protection Agency, 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 increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

## STEPS YOU CAN TAKE TO REDUCE YOUR POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- Routinely remove and clean all faucet aerators.**
- Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the aerator from each faucet and run the water for 3 to 5 minutes.

## QUESTIONS?

Email: [leadfree@amwater.com](mailto:leadfree@amwater.com) | Visit: [newjerseyamwater.com/leadfacts](http://newjerseyamwater.com/leadfacts)

For water emergencies: We're available 24/7 at 1-800-272-1325.

## FOR MORE INFORMATION

U.S. EPA's Safe Drinking Water Hotline: 1-800-426-4791

National Lead Information Center: 1-800-424-LEAD

If you do not reside at this property, please share this information with those receiving water service at this location.

**ENGLISH**

This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand or speak with someone who understands it before you make any decisions that may be required under this notice.

**SPANISH/ESPAÑOL**

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Le recomendamos que traduzca este aviso en su totalidad a un idioma que comprenda o consulte a alguien que comprenda el contenido de este aviso antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

**TRADITIONAL CHINESE/繁體中文**

本公告包含有關您的供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本公告全文翻譯成您能理解的語言或與能夠理解該語言的人士討論，然後再根據本公告做出任何可能要求的決定。

**TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)**

呢個通知包含咗關於您嘅供水服務嘅重要訊息，並可能會影響您嘅權利。我哋鼓勵您喺做出任何決定之前，請將呢個通知完整翻譯成您能夠理解嘅語言或喺您做出呢個通知可能要求嘅任何決定之前同理解嘅人交談。

**SIMPLIFIED CHINESE/简体中文**

本通知包含有关供水服务的重要信息，可能会影响您的权利。我们建议您在根据本通知做出任何所需的决定之前，将本通知全文翻译成您能理解的语言，或聘请能理解本通知的人士帮您了解内容。

**CROATIAN/HRVATSKI**

Ova obavijest sadrži važne informacije vezane uz opskrbu vodom i može utjecati na vaša prava. Savjetujemo vam da prije donošenja bilo kakve odluke koja može biti zatražena na temelju ove obavijesti, date prevesti cjelokupnu obavijest na jezik koji razumijete ili da se posavjetujete s nekim tko je razumije.

**GERMAN/DEUTSCH**

Diese Mitteilung enthält wichtige Informationen über Ihre Wasserversorgung und kann Ihre Rechte betreffen.

Wir empfehlen Ihnen, diese Mitteilung vollständig in eine Sprache zu übersetzen zu lassen, die Sie verstehen, oder mit jemandem zu sprechen, der sie versteht, bevor Sie Entscheidungen treffen, die aufgrund dieser Mitteilung erforderlich sein könnten.

**GUJARATI/ગુજરાતી**

આ સૂચનામાં આપની પાણીની સેવા વિશે મહત્વપૂર્ણ માર્ગિતી સમાવિષ્ટ છે અને તે આપના અધિકારોને અસર કરી શકે છે. અમે ભલામણ કરીએ છીએ કે આપ આ નોટિસ સંપૂર્ણ રીતે આપ સમજો છો તે ભાષામાં અનુવાદિત કરો અથવા આ સૂચના હેઠળ જરૂરી હોય તેવા કોઈપણ નિર્ણયો લેતા પછેલા તને સમજતા હોય તેવી કાંઈ વ્યક્તિ સાથે વાત કરાયાનું હોય.

**HINDI/हिन्दी**

इस नोटिस में आपकी जल सेवा के बारे में महत्वपूर्ण जानकारी है और यह आपके अधिकारों को प्रभावित कर सकती है। हम सलाह देते हैं कि आप इस नोटिस के तहत आवश्यक कोई भी निर्णय लेने से पहले इस नोटिस का पूरी तरह से उस भाषा में अनुवाद करें जिसे आप समझते हैं या किसी ऐसे व्यक्ति से बात करते हैं जो इसे समझता है।

**ITALIAN/ITALIANO**

Questo avviso contiene informazioni importanti sul servizio idrico e può influire sui Suoi diritti. Le consigliamo di tradurre questo avviso nella sua interezza in una lingua a Lei comprensibile o di parlarne con qualcuno che lo comprenda prima di prendere qualsiasi decisione richiesta ai sensi del presente avviso.

**KOREAN/한국어**

이 통지에는 수도 서비스에 대한 중요한 정보가 포함되어 있으며 귀하의 권리에 영향을 미칠 수 있습니다. 본 통지에 따라 요구될 수 있는 결정을 내리기 전에 이 통지 전체를 귀하가 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다.

**POLISH/POLSKI**

Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczenie niniejszego powiadomienia w całości na zrozumiałą język lub porozmawianie z kimś, kto je rozumie, przed podjęciem jakichkolwiek decyzji, które mogą być wymagane zgodnie z niniejszym powiadomieniem.

**PORTUGUESE/PORTUGUÊS**

Este aviso contém informações importantes sobre seu serviço de água e pode afetar seus direitos. Recomendamos que traduza este aviso na totalidade para um idioma que você consiga entender ou que fale com alguém que entenda o idioma do aviso antes de tomar qualquer decisão que possa ser necessária em virtude deste aviso.

**TAGALOG**

Ang pabatid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makaapekto sa inyong mga karapatan. Inirerekomenda namin na isaling-wika ninyo ang pabatid na ito sa kanyang kabuuan sa isang wika na naiintindihan ninyo o makipag-usap sa isang tao na nakakaintindi nito bago magsagawa ng anumang desisyon na maaaring iatas ng pabatid na ito.

**VIETNAMESE/TIẾNG VIỆT**

Thông báo này có chứa những thông tin quan trọng về dịch vụ nước của quý vị và có thể ảnh hưởng đến quyền lợi của quý vị. Chúng tôi khuyên quý vị dịch toàn bộ thông báo này sang một ngôn ngữ mà quý vị hiểu hoặc nói chuyện với một người hiểu thông báo này trước khi quý vị đưa ra bất kỳ quyết định nào mà thông báo này có thể yêu cầu.

**ARABIC/العربية**

يحتوي هذا الإشعار على معلومات مهمة حول خدمة المياه الخاصة بك وقد يؤثر على حقوقك. نوصيك بترجمة هذا الإشعار بالكامل إلى لغة تفهمها أو التحدث إلى شخص يفهمه قبل اتخاذ أي قرارات قد تكون مطلوبة بموجب هذا الإشعار.

**FARSI/فارسی**

این اعلامیه حاوی اطلاعات مهمی در مورد خدمات آب شما است و ممکن است بر حقوق شما تأثیر بگذارد. توصیه می‌کنیم قبل از تصمیم گیری که ممکن است تحت این اعلان لازم باشد، این اعلامیه را به طور کامل به زبانی که می‌فهمید ترجمه کنید یا با فردی که آن را درک می‌کند صحبت کنید.