



# MANCHESTER-BY-THE-SEA

DEPARTMENT OF PUBLIC WORKS

TOWN HALL, 10 CENTRAL STREET

Manchester-by-the-Sea, Massachusetts 01944-1399

Telephone (978) 526-1242

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## EXAMPLE EPA REQUIRED LETTER AND LANGUAGE FOR DISTRIBUTION TO CUSTOMERS

November 15, 2024

### **MANCHESTER-BY-THE-SEA DRINKING WATER NOTICE**

#### **Your home is served by a lead service line verified by records review or customer verification.**

*This notice contains important information about your drinking water. If you have difficulty understanding the information contained within please have someone translate it for you or speak with someone who understands it. Please visit <https://manchester.ma.us/827/Lead-Service-Line-Project> or you may contact DPW at 978 526 1242 or email [water@manchester.ma.us](mailto:water@manchester.ma.us).*

Dear Customer:

Water systems are now required to inventory all water service line materials and identify any water service line containing lead or lead materials. **Our most recent inventory has determined that a portion of or the entire water pipe (called a service line) that connects your home, building, or other structure to the water main is made from lead.**

#### **Health effects of lead.**

*There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.*

#### **Steps you can take to reduce exposure to lead in drinking water.**

- **Run your water to flush out lead.** Lead levels increase over time as water sits in lead-containing plumbing materials. Before drinking or cooking with your water after it has sat overnight or longer, flush your home's pipes by running water through the kitchen faucet, taking a shower, or doing any other non-consumptive water usage. Run the water for at least 1 minute or until after it turns cold. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home.

- **Use only cold, fresh water for drinking, cooking, and preparing baby formula.** Run the water for at least 1 minute or until after it turns cold.
- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Clean your aerator.** Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. Lead particles can release lead into your water. See how to clean your aerator at [important-resources-for-safe-drinking-water.pdf](https://www.epa.gov/important-resources-for-safe-drinking-water.pdf) ([epa.gov](https://www.epa.gov)).
- **Use your filter properly, if you use a filter.** Filters can reduce lead in drinking water. Make sure it is certified by NSF to remove lead- it will say so on the package. Follow directions to properly install, use, and replace your filter. Do not run hot water through the filter. For more information, and which certifications to look for, visit EPA's website at <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead>.
- **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder.
- **Have your child's blood tested for lead.** Children are a higher risk group of the health effects of lead. If you would like to have your child tested, you may contact your health care provider, or the DPH Childhood Lead Poisoning Prevention Program here: (800) 532-9571 or <https://www.mass.gov/orgs/childhood-lead-poisoning-prevention-program>
- **Have your water tested for lead. You cannot see, taste or smell lead in drinking water.** Contact our system for more information about lead in your drinking water and how to get your water tested by a state certified laboratory. See the list of labs here: [Certified Laboratory Search Results](https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing) (<https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing>).

## Opportunities to Replace Lead Service Lines

Manchester-by-the-Sea Water Department is developing a Lead Service Line Replacement Program with the goal of removing all the lead service lines in the water system within the 10-year requirement if not sooner. To discuss Manchester-by-the-Sea Service Line Replacement Plan contact us at 978 526-1242 or [water@manchester.ma.us](mailto:water@manchester.ma.us).

*Manchester-by-the-Sea intends to replace the portion of the service line under Manchester-by-the-Sea ownership; while replacing this line, we offer to replace the homeowner's portion of the service line at the homeowner's expense. If you as the homeowner do not replace your portion of the service line, you may experience a temporary increase in lead levels in your drinking water; we strongly recommend having your portion of the service line replaced when Manchester-by-the-Sea replaces the service line portion under Manchester-by-the-Sea ownership.*

If you are planning on replacing the portion of the service line that you own, please notify us at [water@manchester.ma.us](mailto:water@manchester.ma.us)

## Financing for Homeowner Lead/GRR Service Line Replacement

We are awaiting additional information from EPA and DEP about potential funding or grant opportunities; however we do not have any additional information at this time. You may consider contacting your home insurance company regarding any information they may have on insurance solutions.

For MassDEP information on Lead in Drinking Water see <https://www.mass.gov/lead-in-drinking-water>

Manchester-by-the-Sea Water Department is **required** to replace its portion of a lead service line if the homeowner notifies the Water Department that they are replacing their portion of the lead service line. Timing of the replacement on the Manchester-by-the-Sea Water Department side of

the service line will be within 6-months of the customer side being replaced unless other arrangements are made as allowed by the regulations.

Please notify Manchester-by-the-Sea Water Department if you disagree with the service line material categorization in our service line inventory, using the contact information below.

For more information, contact the Water Department at [978-526-1242](tel:978-526-1242) or [water@manchester.ma.us](mailto:water@manchester.ma.us).

*Please share this information with all the other people who drink this water at this address, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by Manchester-by-the-Sea Water Department.

PWS ID#: 3166000      Date distributed November 15<sup>th</sup>, 2024

Distributed media type Mailed Notification

Sincerely,

A handwritten signature in black ink, appearing to read "Charles J. Dam".

Charles J. Dam P.E.

Director of Public Works