



# MANCHESTER-BY-THE-SEA

DEPARTMENT OF PUBLIC WORKS

TOWN HALL, 10 CENTRAL STREET

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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 service line that may be lead.**

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 are of **unknown material classification**. **Unknown** means that the service line **could** be lead.

As a precaution, here is information on the health effects of lead and steps to reduce your exposure. If your service line is confirmed as lead, Manchester-by-the-Sea will share information on financial help to remove it and replace it with one made of a safer material.

#### **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.*

**Until the material of your service line is confirmed and any lead is removed, use the following steps 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 \(epa.gov\)](https://www.epa.gov/important-resources-for-safe-drinking-water/pdf).

- **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 Verify Lead Service Materials

(1) To verify the material of your service line, contact our subconsultant George Pendleton at [GPendleton@martinezcouch.com](mailto:GPendleton@martinezcouch.com) or PWS at [water@manchester.ma.us](mailto:water@manchester.ma.us) to schedule an inspection.

(2) The MBTS DPW Staff or its contractor may contact you to perform a service line material inspection, please utilize the **Homeowner Self-Assessment Tool** presented in the QR codes below to send your service line information to the Manchester-by-the-Sea DPW and to **learn more about Lead in Drinking Water**.

MBTS Homeowner Self-Assessment Tool  
<https://survey123.arcgis.com/share/6046ab5c1a544a1290c09906b0e1a565>



US EPA Protect Your Tap Tool [Protect Your Tap: A Quick Check for Lead](#)



For more information on lead see the MBTS Water Dept. webpage at <http://www.manchester.ma.us/827/Lead-Service-Line-Project>. For MassDEP information on Lead in Drinking Water see <https://www.mass.gov/lead-in-drinking-water>. For more information, or if you have questions on how to verify the material of your service line, contact George Pendleton at [GPendleton@martinezcouch.com](mailto:GPendleton@martinezcouch.com).

*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 MBTS Water Dept.

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Sincerely,

Charles J. Dam P.E.  
Director of Public Works