

Important Notice Regarding Your Water Service Line Survey

Dear [Community Name] Residents,

We hope this message finds you well. As part of our ongoing commitment to maintaining the highest standards in water quality and safety, [Water Utility Name] is partnering with 120Water to conduct a service line material identification survey. We are asking you to partner with us in identifying your service line type, and you'll see lead as an option. We understand that the term 'lead' can raise concerns, and we want to take a moment to address any worries you may have.

The purpose of this survey is to identify the material type of water service lines in our community. Per EPA requirements, all water systems must submit an inventory of their service lines, with service line types, to the state regulatory agencies by October 16, 2024. This information is crucial for us to ensure the safety and quality of your water supply.

[Water Utility Name] is committed to providing safe and clean drinking water to every household. Our team adheres to stringent water quality regulations, and we continuously monitor and test the water supply to ensure it meets or exceeds all safety standards set by regulatory authorities.

Your participation in this survey is vital for us to accurately assess and address any potential concerns. By identifying the material type of service lines, we can take proactive steps to implement necessary measures to safeguard water quality for everyone in our community.

We understand that the term 'lead' can be worrisome. If you have concerns or questions about the survey or your water quality, our team is here to help. Feel free to reach out to us at [Utility Contact Information].

Our commitment to transparency means we will keep you informed throughout this process. Once the survey results are compiled, if a lead service line is identified, rest assured that [Water Utility Name] will work closely with affected residents on remediation and replacement options. Our goal is to collaborate with you to find the best solution for your specific situation.

Thank you for your cooperation and understanding. Your active participation in this survey contributes to the well-being of our community. Together, we can continue to prioritize the safety and quality of our water.

Best Regards,

[Water Utility Name]