



SERVICE LINE CONSUMER NOTICE:

UNVERIFIED PUBLIC & PRIVATE SERVICE LINES

IMPORTANT INFORMATION ABOUT YOUR SERVICE LINES

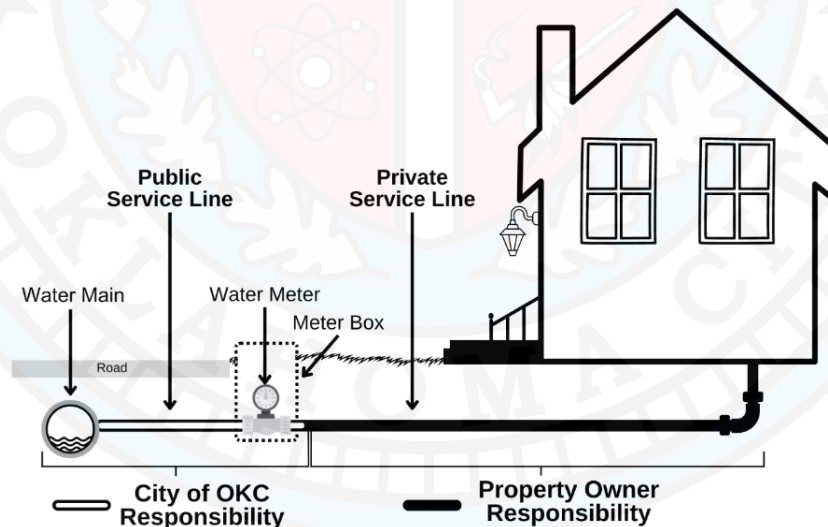
AVISO AL CONSUMIDOR DE LÍNEA DE SERVICIO. Para revisar esta carta en español, visite okc.gov/leadsafe.

DỊCH VỤ THÔNG BÁO NGƯỜI TIÊU DÙNG. Để xem lại bức thư này bằng tiếng Việt, hãy truy cập okc.gov/leadsafe.

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The Oklahoma City Utilities Department (the City) is focused on protecting the health of every household in our community. This notice contains important information about your drinking water. Please share this information with anyone who drinks and/or cooks using water at this property. In addition to people *directly* served at this property, there may be others to share this information with, which can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property.

As part of the U.S. Environmental Protection Agency (EPA) Lead and Copper Rule Revisions, the City must identify and inventory all public (City-owned) and private (owned by property owner) water pipes, called service lines, connected to the City's water distribution system. (Service lines are the small-diameter lines that connect on either side of the water meter. Refer to the graphic below.) Efforts to verify and inventory the lines began in the summer of 2023 using a variety of methods, including review of historical records and physical pipe inspections. **The inventory is publicly available through our *Lead-Safe Community Database*.** To view, go to <https://okc.gov/leadsafe>.



Not to scale. Graphic represents a typical scenario but does not represent all scenarios.

Public service line material & Private service line material

Your property is being served by a PUBLIC and PRIVATE service line, both of **UNKNOWN material, also referred to as UNVERIFIED**. Having an unverified service line(s) in Oklahoma City means the material type has not been verified. Until the material is verified, the status of the material will remain listed as Unverified in our service line inventory, and annually you will receive an official notice.

Although unlikely, it is possible that the material of an unverified service line may be lead; so, it is important to understand that lead can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what

you can do to identify your service line material and reduce lead in your drinking water. In addition, it is important to determine the service line material.

Under Oklahoma law, 11 Oklahoma Statutes §37-204, and the City's Municipal Code §55-43, the City is responsible for the public side of the service line and the property owner is responsible for the private side of the service line.

Our next steps

As part of the City's work, we are updating and maintaining the service line inventory, replacing *public* service lines made of lead, and working to identify service line material that has not been verified. The inventory will continue to be publicly available at <https://okc.gov/leadsafe>. Results are updated daily as work is completed.

We are currently developing a service line replacement plan to be published by the EPA's deadline of late 2027. The timeline for our public service line replacements has yet to be determined. Our plan will provide for the replacement of every *public* service line identified as lead. When finalized, the plan will be published online at <https://okc.gov/leadsafe>. **If we verify the public service line at your property as lead, when line replacement is scheduled for your service address, you will be given advance notice.**

How to identify your private service line material

Private water service lines are installed by the builder or contractor. City crews work only on public lines. A licensed plumber can help with private service lines. The City cannot recommend or endorse specific plumbers or plumbing companies.

To view images showing an example of the different types of service line material and their characteristics, go to okc.gov/leadsafe.

Service Line Self-Reporting

Whether you determine your private service line using a licensed plumber or know what the material is based on your own historical or construction records—the City's service line inventory can be updated with your help. We encourage you to share that information with us using our Service Line Self-Reporting Tool to help ensure the City's inventory is accurate. Similarly, if you replace your private service line at any time, please use the Service Line Self-Reporting Tool so we can update our inventory with the material type used for the replacement.

To access the Service Line Self-Reporting tool, please go to <https://okc.gov/leadsafe>. In five minutes or less, your information can be submitted.

Reminder: The private service line to identify begins approximately 18-24 inches from the water meter (refer to graphic on page one). **Please DO NOT look inside your water meter box or dig a hole within two feet of the meter box to locate your service line.** Reminder: call 811 before digging begins.

Steps you can take to reduce your exposure to lead in your drinking water

Although we, as the public water system, are taking action to reduce lead levels, elevated lead levels may also be due to conditions unique to your home, such as the presence of lead solder or brass faucets, fittings, and valves that may contain lead. There are actions you can take to reduce exposure. We strongly urge you to take the following steps provided by the Oklahoma Department of Environmental Quality to reduce your exposure to lead in drinking water.

- **Run your water to flush out lead.** If water has not been used for several hours, run water for 30 seconds to 2 minutes until it becomes cold or reaches a steady temperature before using it for drinking or cooking.
- **Use cold or bottled water for drinking, cooking, and preparing baby formula.**
- **DO NOT boil water to remove lead.**
- **Identify and replace your private plumbing fixtures that contain lead and/or lead solder.**

To learn more about these and additional steps you can take, visit <https://www.okc.gov/leadsafe> and <https://www.epa.gov/lead>.

Frequently asked questions

1. **What are the 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 increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.*
2. **Where does lead come from?** Lead is a toxic heavy metal that occurs naturally. Though lead can be found in all parts of our environment, much of our exposure comes from human activities including the use of fossil fuels, some types of industrial

facilities, and past use of lead-based paint in homes. Lead enters drinking water primarily through the corrosion, or wearing away, of materials containing lead in household plumbing and the water distribution system, such as the pipes that connect your house to the water main (service lines). Lead solder and plumbing fixtures, such as faucets, within your home/building may also contribute to lead in your drinking water.

3. **Does Oklahoma City have lead in its water supply?** No. The water treated and delivered from our two treatment plants does not contain lead. Additionally, no large pipes (water mains) within the City's water distribution system contain lead.
4. **Is it safe to drink water from service lines identified as lead or GRR?** The EPA has set the maximum contaminant level goal for lead in drinking water at zero because lead is a toxic metal that can be harmful to human health even at low exposure levels. As part of the City's treatment process, we take steps to reduce the potential for material in lead and galvanized lines to leach into drinking water, including using corrosion inhibitors. Oklahoma City's drinking water meets all Federal and State safe drinking water standards, which include those set forth by the EPA. However, there are additional steps you can take to reduce the likelihood of your exposure to lead, which are listed on our website as well as the EPA's website.

For more information, go to <https://okc.gov/leadsafe>. If you don't find the information you are looking for or have specific questions, contact us through email at leadsafe@okc.gov.

In our ongoing commitment to support public safety, know that the Oklahoma City Utilities Department is working diligently to uphold its high water-quality standards the community has counted on for decades.

Visit EPA's website at <https://www.epa.gov/lead> or contact your health care provider for more information on reducing lead exposure around your home/building and the health effects of lead.

