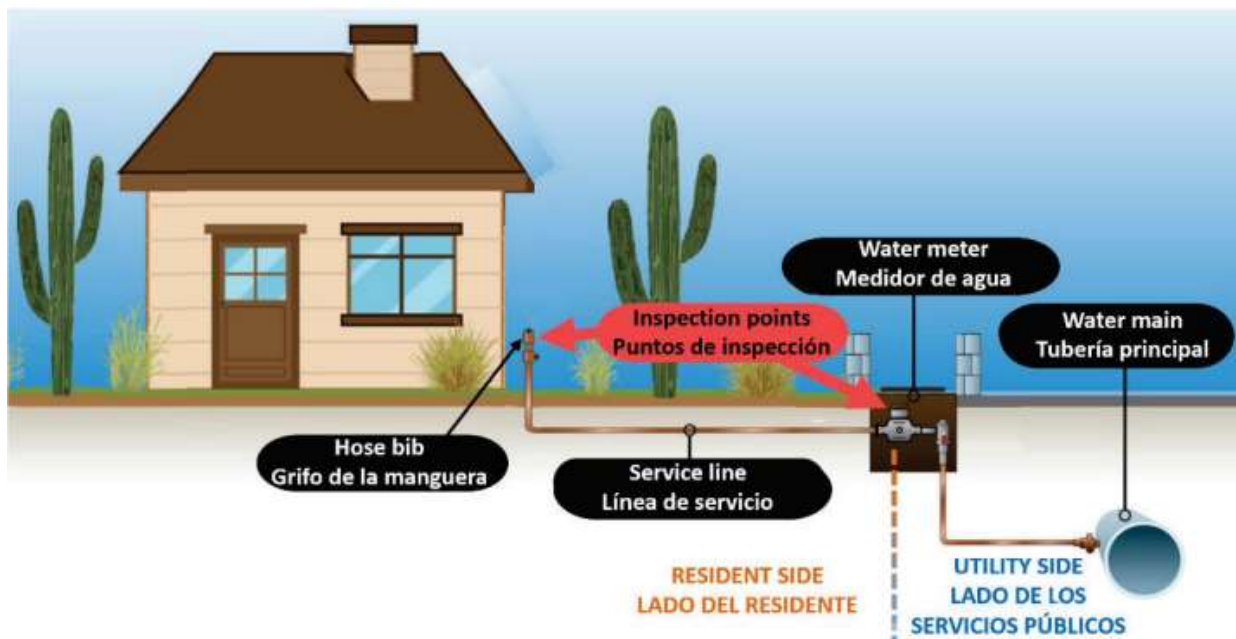


Unknown Service Line Notification



Important Notice Regarding Your Water Service Line

Glendale Water Services is committed to protecting your health when it comes to the harmful effects lead pipes can have on you and your family. To reduce your risk of lead exposure, drinking water system providers are now required by law to determine the material of all service line pipes. Glendale has maintained information and records regarding the pipe from the water main to the water meter; however, the pipe material on private property is rarely recorded. In early 2023, Glendale Water Services began the work to classify all pipes on the resident-side of the water meter in the city.



Despite extensive field work, Glendale staff were unable to confirm that your drinking water pipe is non-lead. Glendale is informing you that **your water service line is a lead status unknown material which means there is a possibility it may contain lead**. Lead service line materials have not been identified in Glendale; therefore, your service line is unlikely to contain lead. Additionally, Glendale has remained in compliance with all Lead and Copper Rule and Lead and Copper Rule Revisions requirements to-date.

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. Information on lead in drinking water is available online at [2023 Water Quality Report \(www.glendaleaz.com/2023ccr\)](http://www.glendaleaz.com/2023ccr).

Steps you can take to reduce exposure to lead in drinking water include the following:

1. Run Your Water To Flush Out Lead

If your interior plumbing has not been used for several hours, run water from the cold water tap for 15-30 seconds to flush lead from interior plumbing or until it becomes cold and reaches a steady temperature before using it for drinking or cooking.

2. Clean Your Faucet's Aerator

Clean your faucet's aerator (the small screen or fitting located at the end of the faucet's spout) to get rid of sediment, debris, and possible lead particles.

3. Use Cold Water For Cooking and Preparing Baby Formula

Hot water can dissolve lead more quickly than cold water and boiling water does not remove lead from water. Do not cook with or drink water from the hot water tap. Do not use water from the hot water tap to make baby formula.

4. Identify and Replace Plumbing Fixtures Containing Lead

Identify and replace plumbing fixtures containing lead. New brass faucets, fittings, and valves, including those advertised as "lead-free," may contribute lead to drinking water. The law currently allows end-use brass fixtures, such as faucets, with up to 0.25 percent wetted surface lead to be labeled as "lead-free."

5. Test Your Water for Lead

Email Glendale Water Services at waterqualitylab@glendaleaz.com to find out how to get your water tested for lead. However, a water sample may not adequately capture or represent all sources of lead that may be present.

6. Use a Water Filter

If you believe your service line or home plumbing materials may contain lead, you may want to consider purchasing a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality.

Glendale Water Services would like to confirm your service line does not contain lead, and opportunities are available for you to have your service line field verified by City staff at no charge to you. Field verification may include potholing, or digging, within 18 inches of the foundation of your home to uncover the pipe. The excavated area would be less than 12 inches, or 1 foot, wide. Glendale Water Services may reach out to you in the future to inform you of plans to complete this verification.

Please contact us at 623-930-4100, option 2, or waterservices@glendaleaz.com if you would like Glendale to perform the verification as soon as possible. Additional information related to the field work that Glendale would like to conduct to confirm your service line material is non-lead is available here: www.glendaleaz.com/Lead-and-Copper.