

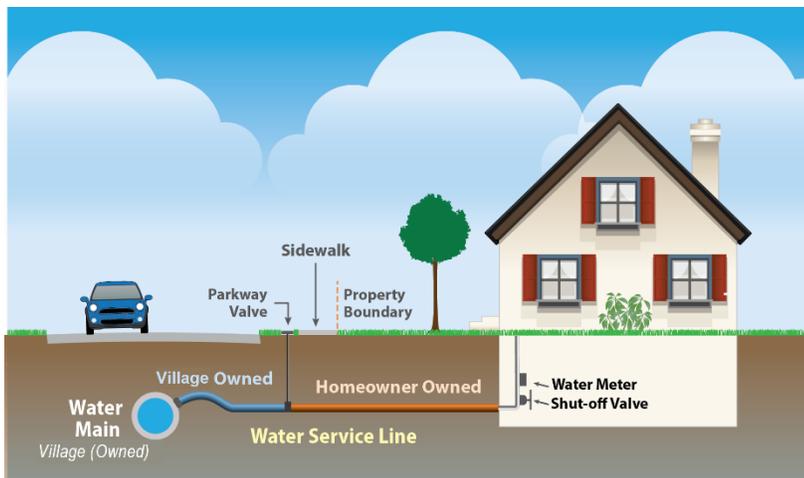
November 13, 2024

Re: Identifying Water Service Lines

Dear Water Utility Customer,

The Village of Germantown is focused on protecting the health of every household and business in our community. We are working to identify water service line materials throughout our water system, as mandated by the Environmental Protection Agency (EPA) and Wisconsin Department of Natural Resources (DNR). Please note this **DOES NOT** mean you have a lead service line. The Village is required to send notifications for one of the following reasons:

- The Village has not identified the service line material (1),
- the Village has not identified the customer line material (2), or
- the Village has no record of the material for either portion of the service line (1 & 2).



A water service line is the pipe that connects the water main to your home or building.

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The Village owns the portion of the service line from the water main to the curb stop (1), and the property owner is responsible for the portion of the line from the curb stop to the building (2) and the plumbing material inside the building (3).

Because your service line material is unknown, there is potential that some or all of the service line could be made of lead or galvanized pipe that was previously connected to lead.

HEALTH EFFECTS OF LEAD

Households or businesses with a lead or galvanized pipe have an increased risk of exposure to lead from their drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups; infants, young children, and pregnant people are particularly vulnerable to lead exposure. Lead exposure can lead to decreases in IQ and attention span, leading to or exacerbating existing learning and behavioral problems. Adults with lead exposure can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

WE NEED YOUR HELP!

Please consider taking a short 5–10-minute survey to help us gather records and ensure our drinking water is lead-free.

The following steps will help us determine what the pipe in your home is made of and/or information on how to send us a photo of your service line for verification (regardless of if you are able to determine the material yourself).

1

FIND YOUR SERVICE LINE

Your water meter could be located inside your home's basement, crawlspace, or garage. The service line will enter the house a few feet underground, through the floor or foundation wall, before connecting to the water meter. There will be shutoff valves on one or both sides of the water meter.

Safety first! –When it comes to working in unfamiliar and restrictive spaces, please ensure the area is well lit, wear appropriate clothing and use head protection in areas with low ceilings.

2

CHECK THE PIPE MATERIAL

The first step is to look at the color. Next, use a magnet, coin, or key to lightly tap or scratch the pipe.

- Copper - color of a penny & not magnetic
- PVC/Plastic - white or blue in color & hard/not easily flexible
- Galvanized Steel – dull silver-gray color, magnetic, & does not change color when scratched
- **Lead – light gray color, metal seems soft, is not magnetic, & changes to a shiny silver color when scratched**

3

REPORT YOUR RESULTS

Scan the QR code below to access the survey, or go to <https://arcg.is/njHmS0>



Complete the survey, including 1-2 photos of your service line pipe.

If you have questions, please call (262) 757-4511 or email LC@germantownwi.gov.

You can find additional information about minimizing lead in your water from the following sources:

- EPA's Protect Your Tap tool: <https://www.epa.gov/pyt>
- Basic Information about Lead in Drinking Water: <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>
- How to Find Water Service Lines: <https://www.youtube.com/watch?v=IOnHCuhood4>

Thank you for taking the time to help us identify water service line materials in our community. If you have any questions, please contact the Water Utility at (262) 757-4511 or email LC@germantownwi.gov.

Sincerely,

Paul Haugen
Water Superintendent
Germantown Water Utility