



## SERVICE LINE CONSUMER NOTICE:

1. **CONFIRMED LEAD SERVICE LINE (public)** – Review this letter for important information about lead in the *public* service line connected to your water meter.
2. **CONFIRMED GALVANIZED REQUIRING REPLACEMENT SERVICE LINE (private)** – Review this letter for important information about the *private* service line connected to your water meter.

*AVISO AL CONSUMIDOR DE LÍNEA DE SERVICIO. Para revisar esta carta en español, visite [okc.gov/leadsafe](https://okc.gov/leadsafe).*

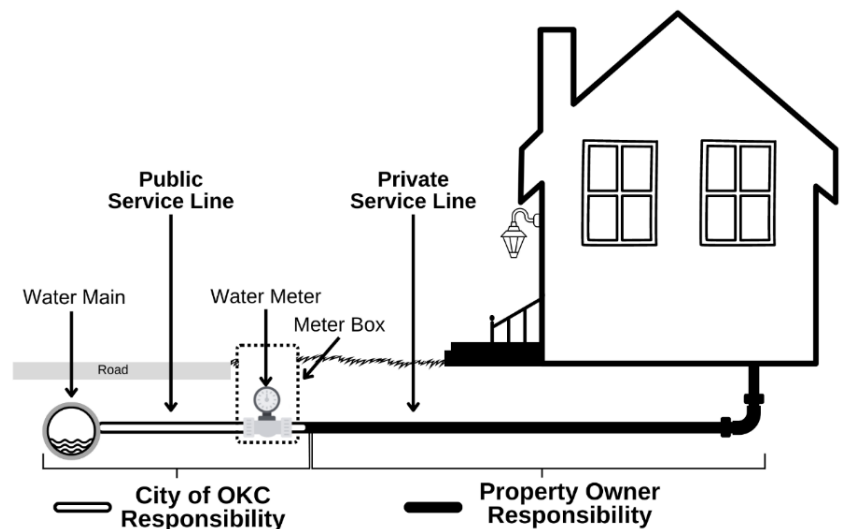
*DỊCH VỤ THÔNG BÁO NGƯỜI TIÊU DÙNG. Để xem lại bức thư này bằng tiếng Việt, hãy truy cập [okc.gov/leadsafe](https://okc.gov/leadsafe).*

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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>.

The public and private service lines used to carry water to a home can be made from, or contain, different materials. Review the table on the back of this page to learn about the material types we (the City) have confirmed for the public and private service lines your property is being served by.



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

Public service line	Private service line
<p>Your property is being served by a <b>LEAD SERVICE LINE</b>. 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 reduce lead in your drinking water.</p>	<p>Your property is being served by a <b>GALVANIZED REQUIRING REPLACEMENT (GRR)</b> service line. A galvanized requiring replacement service line is a service line made of iron or steel piping coated to prevent corrosion and rusting that is (or ever was) downstream of a lead service line, or an unknown service line. Galvanized pipes can absorb lead while they are downstream of lead pipes and release the lead over time, even after the lead service line has been removed.</p> <p>Your service line is downstream of a – <b>Choose One:</b></p> <p><input type="checkbox"/> Service Line of Unknown Material</p> <p><input type="checkbox"/> Service Line that used to be Lead</p> <p><input checked="" type="checkbox"/> Lead Service Line</p> <p>This type of service line can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what you can do to reduce lead in your drinking water.</p>
<p><b>Service line replacement</b></p> <p>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.</p>	
<p><b>Replacement of the <i>public</i> lead service line &amp; How to replace your <i>private</i> Galvanized Requiring Replacement (GRR) service line:</b></p> <p>We are required to replace the public lead service line owned by the City and will be contacting you with more information on this replacement. Due to the verified material type, it is recommended that you replace your private service line at the same time. Currently, our replacement timeframe for the public lead service line has yet to be determined. Please refer to the information listed under “Our next steps” for additional details.</p> <p>Please contact the Utilities Department by emailing <a href="mailto:leadsafe@okc.gov">leadsafe@okc.gov</a> if you plan to replace the private service line so that we can update our inventory accordingly and provide you with important resources regarding essential steps to take after a service line is replaced.</p> <p>There is currently no Federal or State assistance available to help customers replace their private service lines. If public assistance becomes available, the City will provide notice to customers.</p>	

### 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>. **When line replacement is scheduled for your service address, you will be given advance notice.**

### 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.**
- **Install a point of use or point of entry treatment device certified to remove lead, such as a reverse osmosis filter.**
- **Replace your portion of the lead service line, which is the confirmed GRR *private* service line mentioned previously in this document.**

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](mailto:leadsafe@okc.gov) or by phone at 405-297-1600.

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.