

Inspector's Name:

Inspector's Phone:

Today's Date:

Response Required By:



Debra A. McCarty, Water Commissioner

## Alert to Customer: This Property's Water Service Line Is Made of Lead

During water main replacement on your block, Philadelphia Water determined that **this property is connected to the City's water main by a lead water service line**. In Philadelphia, the responsibility for maintaining this pipe belongs to the property owner:



Because providing safe drinking water is our core mission, Philadelphia Water will, upon authorization from the property owner, replace the entire water service line from the water main in the street to the meter in the basement at no charge to the property owner.

Lead from a water service line can enter your drinking water. **Even very small amounts of lead can cause serious health risks, especially for pregnant women, children under six, and adults with high blood pressure and kidney problems.** All sources of lead exposure, including paint, dust, and soil, should be controlled or eliminated.

Because the property owner is responsible for the maintenance of the property's water service line between the water main and the meter, and because Philadelphia Water Department contractors will need to access the property, we will need the property owner's permission to complete this work. If you are the property owner, and you are interested in receiving a full water service line replacement, please sign the enclosed **Lead Service Line Replacement Authorization** and return within the next three (3) days. Please photocopy the Authorization form for your records, and return it to the Philadelphia Water's inspector during normal business hours, or via email as a pdf to [PWDLSL@phila.gov](mailto:PWDLSL@phila.gov).

After the lead water service pipe is replaced, you should follow the instructions in the attached "**Intensive flushing to rinse lead from your home's drinking water pipes.**" Additionally, we have also enclosed "**Daily cleaning tips to rinse lead from your home's drinking water pipes**" and "**Cleaning Faucet Aerators**" fact sheets. The fact sheets contain good practices to make sure you are drinking fresh, top quality water straight from our water main, regardless of whether the property has a lead service.

You can also visit our website at [www.phila.gov/water](http://www.phila.gov/water) or call our hotline at 215-685-6300 to learn more.

Sincerely,  
Philadelphia Water

IMPORTANT  
HEALTH  
INFORMATION  
FOR:  
**HOMEOWNERS  
WITH LEAD  
PLUMBING**

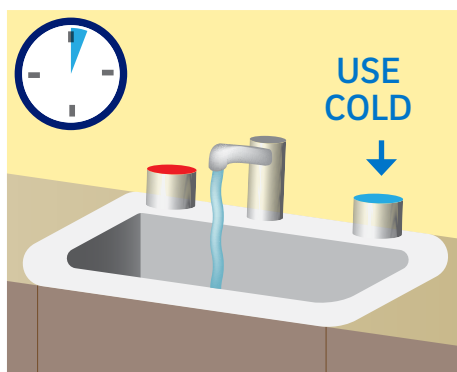
# Daily cleaning tips

to clean lead from your home's drinking water pipes



**CAUTION**

If your home is connected to the City water main by a water service line that has sections made from lead, a toxic metal, it can impact your health. Follow the steps below to clean out your home plumbing until lead plumbing is replaced. **Lead is harmful to everyone. Pregnant women, infants, children under the age of six and adults with high blood pressure and kidney problems are at the most risk.**



## Instructions for daily cleaning

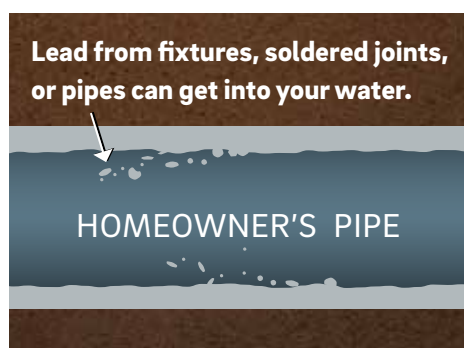
Run cold water from your tap for at least three minutes. This will give you fresh water from the City water main that is safe for drinking, cooking, making baby formula, feeding your pets, making ice, or watering vegetable gardens.

**TIP:** You can also bring in fresh water from the City water main by taking a shower, washing dishes, using the clothes washer, or flushing the toilets first.

Best time of day?	How often?	For how long?	When to stop?
<ul style="list-style-type: none"> <li>First thing in the morning</li> <li>After you come home from work, if no one has used the water all day</li> </ul>	<ul style="list-style-type: none"> <li>Before using water for any cooking or drinking</li> <li>If no one has used the water for 6 hours or more</li> </ul>	At least 3 – 5 minutes	This ongoing maintenance is good to do regularly, but especially important in any homes that still have lead pipes

# Cleaning faucet aerators

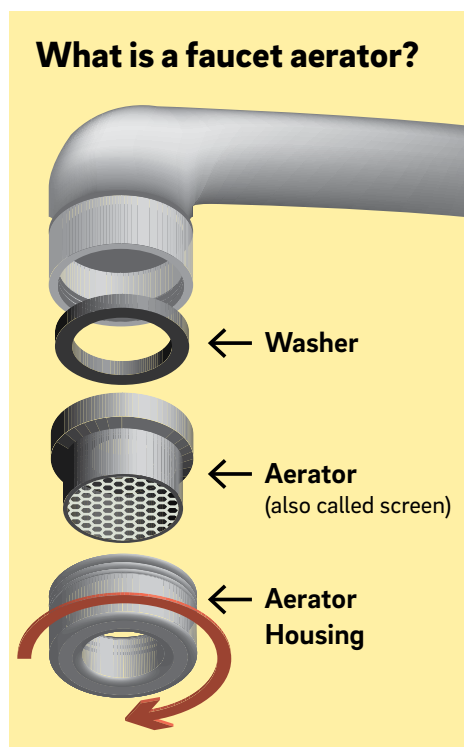
Don't let poorly maintained home plumbing prevent you from getting the best water available!



As water stands in your home's plumbing, lead from the soldered joints and old lead pipes can get into your water. Other debris can build up on the aerator, too. It's important to clean faucet aerators and screens to remove any debris from them.

## How often should I clean aerators?

It's recommended you replace the aerator annually, and then clean the aerator twice a year. If the aerator appears to need frequent cleaning or becomes worn, the aerator may need to be replaced more often.



It's a device attached to the tip of a faucet. It saves water, filters out debris, and prevents water from splashing. As water flows through the screen, it mixes with air and flows more evenly.

## Instructions for cleaning aerators

### You will need:

- Rag
- Masking tape
- Wrench or Pliers
- Old toothbrush
- White vinegar
- Small plastic tub
- Extra aerators
- Extra washers

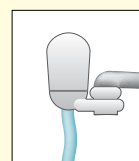
### If your faucet has an aerator that you can take off, follow these easy steps:

- ☐ Place a rag in the sink drain in case you drop any pieces.
- ☐ If you need to use a wrench or pliers, wrap masking tape around the tips of the wrench or pliers, or on the aerator. Using tape will keep you from scratching the aerator.
- ☐ Unscrew the aerator.
- ☐ Separate each part— aerator housing, aerator and rubber washer.
- ☐ Remove small bits on the screen and other parts.
- ☐ Soak the parts in white vinegar for a few minutes.
- ☐ Scrub them with a brush.
- ☐ If the aerator and rubber washer are in poor condition, replace them.
- ☐ Put the aerator parts back together.
- ☐ Screw the aerator back onto the faucet.
- ☐ Repeat these steps for all faucets.

## Troubleshooting

### Can't find the aerator?

Some faucets have hidden aerators. If you have a hidden aerator, follow the manufacturer's instructions.



If you have a water filter attached to a faucet, the faucet will not have an aerator.



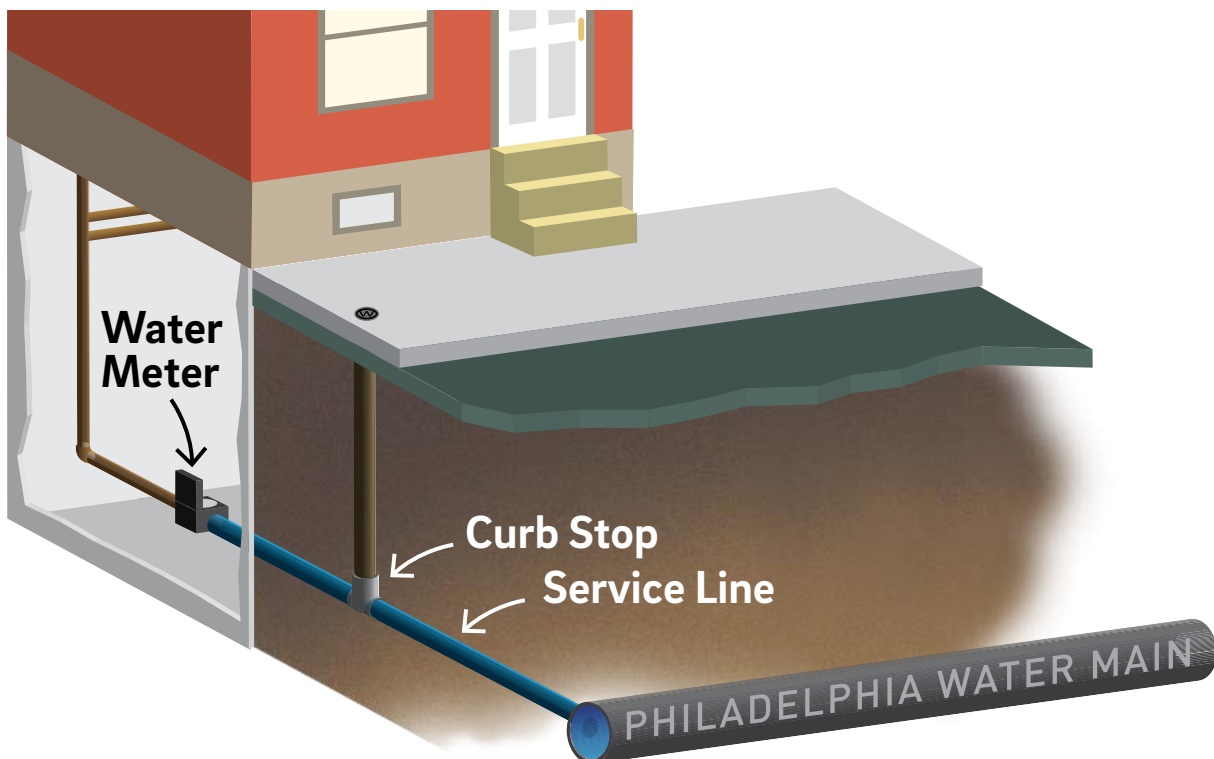
# Using HELP loans to replace Lead Service Lines

Philadelphia Water administers a zero interest loan for the replacement of Lead Service Lines.

In the City of Philadelphia, water service lines and sewer drainage pipes are the responsibility of the homeowner. If you have a water service line made of lead, you may qualify for the **Homeowner's Emergency Loan Program (HELP)**. The money loaned for replacement of a lead service line will be at a zero (0) interest rate and payable over a sixty (60) month period.

## Eligibility Guidelines:

- The property must be a residential dwelling and cannot have any more than four units.
- The property's water bill must be current. Money owed cannot exceed two (2) billing cycles. If there is an arrearage, the payment agreement with the Water Revenue Bureau must be current for at least six (6) months.
- The property must have an operable AMR water meter.



6/30/16



Call **215-685-4901** to be considered for a HELP Loan.

Applications will **only** be completed over the telephone.

IMPORTANT  
HEALTH  
INFORMATION  
FOR  
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FOLLOWING  
SERVICE LINE  
REPLACEMENT**

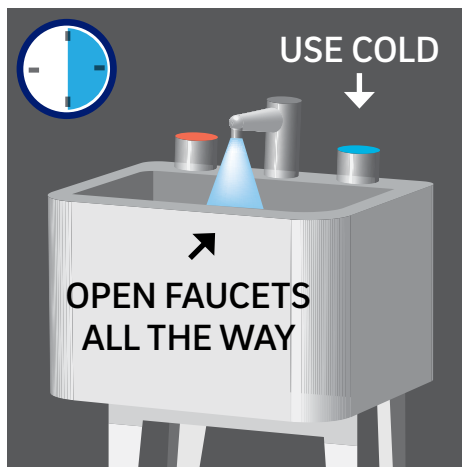
# Intensive flushing

to clean lead from your home's drinking water pipes



**CAUTION**

Following lead service pipe replacement work, small pieces of lead from your service pipe may have entered the pipes in your house. That may lead to high levels of lead in the water you use to cook and drink for up to three months. **Lead is harmful to everyone. Pregnant women, infants, children under the age of six, and adults with high blood pressure and kidney problems are at the most risk.**



## Instructions for intensive flushing

Remove all aerators first. Run cold water from every faucet or tap in your whole house for at least 30 minutes. Start with taps in the basement or lowest floors and work your way up, opening all taps. Make sure drains are clear!

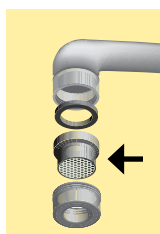
Studies show that running quickly flowing water through a home's plumbing every two weeks for three months after pipes have been disturbed by construction can lower lead levels in drinking water.

**Full detailed instructions** for intensive flushing are included on the back of this sheet.

How often?	For how long?	When to stop?
Perform flushing every two weeks.	30 minutes	Do this for three months following lead water service line replacement work.

## DON'T FORGET!

**Daily Cleaning:** If no one has used the water for six hours or more, run your **COLD** tap to get fresh water in your pipes **BEFORE** using cold water for drinking, cooking, making baby formula, feeding your pets, making ice, or watering vegetable gardens.



**Aerator Cleaning:** Clean debris from aerators (also called screens) once a month after service line replacement. If aerators are old and worn, replace them with new ones. Aerators should be replaced once a year.

## Full instructions for intensive flushing

### BEFORE YOU START

1. Always use COLD water when you rinse the pipes.
2. Locate all water faucets in the house where you can run the water without the sink or tub overflowing.
  - Be sure to include any laundry tubs and utility sinks.
  - Use showers that are not attached to bathtubs. Take off the showerheads, if possible.
  - If a shower is attached to a bathtub, just use the bathtub faucet.
3. Take off aerators (also called screens) from all faucets and showerheads.
  - If you cannot take these off, do not use the faucet for rinsing the pipes.
4. Make sure all drains are open and clear so water can flow freely down the drains.  
After you take off aerators/screens, quickly flowing water will splash and spray.

### TURNING ON YOUR TAPS

5. After all aerators/screens are off, start opening faucets in the basement or on the lowest floor.
  - Open COLD water faucets all the way to let the water come out as fast as it can.
  - Keep the water running from all faucets at the highest rate possible.
6. Go up to the next floor.
  - Open all COLD water faucets there and let the water come out as fast as it can.
7. Continue until you fully open COLD water faucets on all floors of your house.
8. After ALL faucets are open fully, let the water run for 30 minutes.  
**TIP:** You can save some of this water in buckets for washing your car or watering flowers.  
Never use this water for food, pets or in gardens that will be used to grow food.
9. After 30 minutes, go the basement or the lowest floor.
  - Turn off all the faucets.
  - Go to each floor and close the faucets in the order that you opened them.
10. Clean the aerators/screens and put them back on at each faucet.
  - If aerators /screens are old and worn, replace them with new ones.