



Frequently Asked Questions - Notice of a Galvanized Service Line Requiring Replacement

What is a “service line”?

A service line is an underground pipe that carries water from New Ellenton Commission of Public Work’s water main to a home or business. Each service line requires connections to the water main and to the water lines and plumbing on a customer’s property.

Each service line and connection may consist of multiple plumbing material types including, but not limited to, lead, copper, galvanized iron, and plastic.

What is an “initial service line inventory?”

In 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCRR) to include a new requirement that all water utilities across the country must create initial inventories of their water service lines and connections to find any lead service line or connection that may exist in a water system. These inventories must also include the customers’ side of the water meter.

Over the last 12 months, New Ellenton CPW conducted an initial inventory of our service lines that connect our water mains to your water meter to determine if any of the lines are made of lead. For more information about the EPA’s revised Lead and Copper Rule, visit www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule.

This initial inventory requirement is designed to find lead wherever it may remain in our system so New Ellenton CPW can develop a fair and equitable plan to remove it over the next few years. The initial inventory work for our system and our customer’s properties had to be completed and made available to the public by October 16, 2024, but our work will continue until every line is identified.

Should I be concerned about your service line being a galvanized line requiring replacement?

It is important to note that finding a galvanized line requiring replacement does not mean you have been exposed to lead. New Ellenton CPW’s treatment process greatly reduces the possibility lead from service lines could end up in your water.

However, the existence of a galvanized line may increase your risk of exposure. The enclosed letter and this FAQ serve to notify you of this risk, inform you of steps being taken by New Ellenton CPW and provide information to help you reduce your risk of lead exposure. If you feel our finding is not accurate, or if you have any questions regarding this letter, please contact us at (803) 652-2862 or via email at dlowe@newellentoncpw.com.

Will New Ellenton CPW replace the galvanized service line?

This initial inventory requirement under the EPA’s revised Lead and Cooper Rule is designed to find lead wherever it may remain in our system so New Ellenton CPW can develop a fair and equitable plan to remove it.

Because New Ellenton CPW's treatment process is confirmed to be working properly throughout our system, CPW is not replacing galvanized lines requiring replacement until an effective plan can be developed. If you are concerned about exposure, you can also contact our local health department or your healthcare provider to find out how you can get your child tested for lead. If you decide to replace your service lines before our plan is completed, please notify New Ellenton CPW so we can replace the portion under our control and test the water at your tap to ensure it is lead-free.

How do I reduce my potential exposure to lead?

- ***Run the cold water to flush out lead.*** If water has not been used for several hours, run the cold-water faucet for 5 minutes to flush lead from interior plumbing or until it becomes cold or reaches a steady temperature before using for drinking or cooking.
- ***Use cold water for drinking, cooking, and preparing baby formula.***
 - **Do not** cook with or drink water from the hot water tap; lead dissolves more easily into hot water.
 - **Do not** use water from the hot water tap to make baby formula.
- ***Do not boil water to remove lead.*** Boiling water will not reduce lead.
- ***Seek alternative water sources or treatment.*** You may want to consider purchasing bottled water or a water filter.
 - If you use a filter, make sure it is certified to remove lead. Read the directions to learn how to properly install and use your cartridge and when to replace it.
 - Using the cartridge after it has expired can make it less effective at removing lead.
 - Do not run hot water through the filter.
 - Contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters.
- ***Clean your faucet aerators.*** Regularly clean your faucet's screen (also referred to as an aerator). Sediment, debris, and metals, including lead particles, can collect in the aerator. If lead particles are caught in the aerator, lead can get into your water.
 - These screens should be removed and cleaned regularly.
 - After removing the aerator, it is recommended you flush the cold-water line for 5 minutes.
- ***Test your water for lead.*** The only way to determine the level of lead in drinking water at your home/building is to have the water tested. If you would like your water tested, contact us at (803) 652-2862 or email dlowe@newellentoncpw.com.
- ***Test your child's lead level.*** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

Where can I get more information?

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is also available from the Safe Drinking Water Hotline (1-800-426-4791) or at www.epa.gov/safewater/lead.

Providing safe, reliable drinking water to our consumers and the community is our top priority, and we are committed to reducing lead exposure in water. Should you require any additional information or assistance, please feel free to reach out to us at (803) 652-2862 or email dlowe@newellentoncpw.com.