



IMPORTANT INFORMATION ABOUT YOUR WATER SERVICE LINE

PWS ID: TX0570004 PWS Name: Dallas Water Utilities (DWU) Date: 10/16/24

After completing an inventory of our water service lines, we have determined that your water service line material is **Unknown**. See definitions below.

- **Lead** – a portion of or the entire service line is made from lead. People living in homes with a lead service line may have an increased risk of exposure to lead from their drinking water.
- **Galvanized Requiring Replacement** – a portion of or the entire service line is made from galvanized material and may have absorbed lead from upstream lead lines. People living in homes with a galvanized service line that has absorbed lead may have an increased risk of exposure to lead from their drinking water.
- **Unknown (may contain lead)** – a portion of or the entire service line material is unknown and may be lead or galvanized requiring replacement.

If you believe your service line has been incorrectly categorized, please contact us using email provided at the end of this notice. You may dispute the current classification and provide details to update the categorization of the service line.

Health Effects of Lead

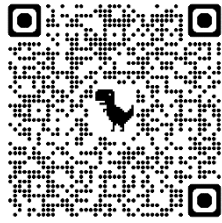
Exposure to lead can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before 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.

Steps You Can Take to Reduce Your Exposure to Lead in Your Water

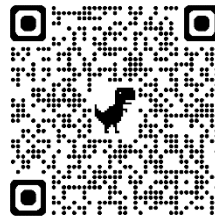
Below are recommended actions that you may take, separately or in combination, if you are concerned about lead in your drinking water. The list also includes where you may find more information and is not intended to be a complete list or to imply that all actions equally reduce lead from drinking water.

- **Use your filter properly.** Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, 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. For more information, use the QR codes for EPA's (QR-1) [tool to identify certified filters](#), and (QR-2) [fact sheet on home filtration](#).

QR-1



QR-2



- **Clean your aerator.** Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.
- **Use cold water.** Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.
- **Run your water.** The more time water has been sitting in your home's pipes, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line, the length and diameter of the service line and the amount of plumbing in your home.

Replacing Lead Service Lines

Dallas Water Utilities has developed a Service Line Inventory and continues to update it through document reviews and visual inspections. Property owners are responsible for maintaining the private portion of the service line, including replacing any lead plumbing inside their premises and along their property coming from the meter. To assist in this effort, DWU has created a customer service line survey to gather necessary data. The survey provides tips on locating and identifying the material of the water service line, including details on how it connects to the home or building. Participants can complete a brief questionnaire and are also encouraged to upload photos of their service lines. Please scan the QR code or visit bit.ly/dwuinventory to complete the survey.



**Customer Service
Line Survey**

If you have replaced, or plan to replace, a section of a lead service line from the meter to your property, we ask you to let us know as soon as you can using the contact information provided below. DWU is required to replace our section of the service line from the meter to the water main.

Contact Information

Public Water System (PWS) Contact: Dallas Water Utilities / Water Quality Division

Email: DWUWaterQuality@dallas.gov

For more information about DWU's Lead and Copper Program, visit bit.ly/DWULeadInfo.