

FREQUENTLY ASKED QUESTIONS

WHY SHOULD I PARTICIPATE IN THIS PROGRAM?

Your decision to replace an old lead service line is an important one. The U.S. Centers for Disease Control (CDC) and the U.S. Environmental Protection Agency (EPA) recommend replacing the entire lead service line rather than only replacing a portion of the line. Because replacing only a portion of the lead service line can potentially increase the exposure to lead through drinking water, all lead portions of the service line should be replaced.

WHAT IS INCLUDED IN THE REPLACEMENT?

This includes replacement of any lead portions of the water service line from the water main to a valve inside your house (limited up to 5 feet inside your house). If there is no existing valve, we will install one as needed.

MY HOUSEHOLD PLUMBING IS LEAD. WILL YOU REPLACE THAT AS WELL?

No, this project will only replace lead water service lines from the water main to the first valve within your household, up to 5 feet.

WILL YOU COVER ANY COSTS IF I REPLACE MY LEAD SERVICE LINE SOONER OR LATER THAN YOUR PLANNED PROJECT?

At this time, this program is only offered while we are upgrading our water infrastructure. If you decide to replace your service line prior to or after our planned project, we can not guarantee that we could cover the costs. Customers always have the option of replacing their portion of the service line through their own contractor at their own expense, not reimbursed by the company. In these cases, it's very important for the homeowner and/or their plumber to contact us ahead of time.

DO I NEED TO BE HOME?

You will need to be home for part of the work. To remove the entire lead service line, we will need to access your existing customer-owned service line as it enters your house. You also will need to be home to flush your plumbing after the work is completed.

WILL MY WATER SERVICE BE TURNED OFF DURING THIS WORK?

A short, temporary disruption in water service may occur as we transition from the old lead service line to the new service line. We will make every effort to minimize any disruption.

WHY DO I NEED TO FLUSH MY HOUSEHOLD PLUMBING AFTER THE SERVICE LINE IS REPLACED?

Flushing of your household plumbing can remove any debris or pipe scale that may have broken loose during construction. Pipe scale may contain lead, so it is important to flush it out.

IF I CHOOSE TO PARTICIPATE, WHEN CAN YOU SCHEDULE THIS WORK?

We need to perform this work as we are upgrading the water infrastructure in your area. We will contact you to schedule a time that works best.

CAN I USE A FILTER TO REMOVE LEAD INSTEAD OF REPLACING THE LEAD SERVICE LINE?

Using filters rated to remove lead can be effective if properly maintained. Removing the entire lead service line will remove a source of lead and help reduce your potential exposure to lead in drinking water. U.S. EPA recommends using a pitcher filter for drinking water for six months after a lead service line replacement to reduce the potential exposure to lead, which we supply to our customers at no cost following a lead service line replacement.

WHAT STEPS CAN I TAKE TO REDUCE MY EXPOSURE TO LEAD?

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Replace any lead service lines.** If you have a lead service line, replace it.
- 2. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 3. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- 4. Routinely remove and clean all faucet aerators.**
- 5. Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- 6. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 7. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.



IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD

Missouri American Water will be upgrading the water infrastructure in your area in the near future. While we're there, if the utility-owned or customer-owned portion of the service line (see diagram) is made of lead¹, we'll work with you to replace it. We will replace the entire service line, including the customer-owned portion, at no direct cost to the customer.

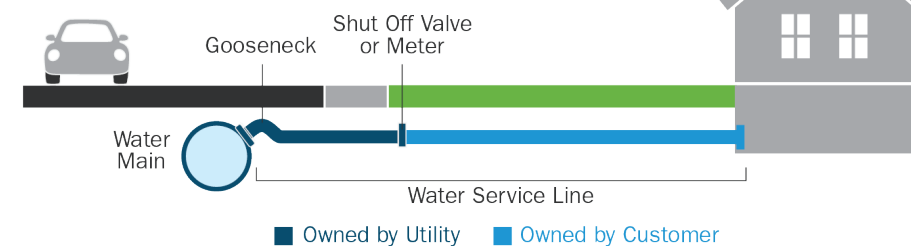
REPLACING LEAD SERVICE LINES HELPS MANAGE THE RISK OF POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER.



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®

Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

CONTACT US

PLEASE REVIEW THE ENCLOSED INFORMATION and contact us as soon as possible, because we need your input on this important project impacting your water service.

CONTACT/PROJECT MANAGER

PHONE

EMAIL

PLEASE ALLOW US TO REPLACE YOUR SERVICE LINE AT THIS TIME IF IT'S MADE OF LEAD¹

Here's what to expect...



CONTACT US

Please contact the project manager at the number provided on the front page. We would like to explain the process and answer your questions.



WE'LL CHECK YOUR LINE

With your approval, we will check if your service line is made of lead inside your home.

For safety, this may involve us inspecting your service line where it enters your home and connects to your water meter. It also may involve obtaining a mark out of underground utilities and checking your home electrical system grounding.

In addition, we may need to dig a few small test pits over your existing service line to determine your service line material. The number and size of test pits may vary.



WE'LL LET YOU KNOW IF YOUR LINE IS LEAD

We will inform you if lead pipe is found.

And, if it is, we'll need your approval to replace it. Replacing the entire lead portion of the service line at this time can help you better manage your risk of potential exposure to lead in drinking water.



AGREE TO HAVE YOUR LEAD SERVICE LINE REPLACED

First, we'll meet with you to discuss the project specifics and how to prepare the work area.

Then, before we can proceed, the property owner must sign and return an agreement to allow our contractor to work on the property.



WE'LL REPLACE THE LEAD SERVICE LINE

Our contractor will install the new water service line. This generally can be done in one day.

Typically, there is up to a 4 hour interruption of water service while we perform the work. You may want to store a few gallons of water for drinking in preparation.

Any needed lawn, driveway or sidewalk restoration work may take additional days, but there's no need for you to be home while we complete the restoration.



FLUSH YOUR PLUMBING

Your household plumbing will need to be flushed to remove debris and any pipe scale that may have come loose during construction.

This step should be completed **BEFORE** you consume tap water or use hot water. This also is a good time to clean aerators.

We'll provide you with printed instructions for initial and ongoing maintenance flushing. Our contractor will coordinate with you to perform the initial flush.

It is very important to complete proper flushing following the replacement.



USE PITCHER FILTER/COLLECT A SAMPLE

When the work is completed, we will provide a pitcher filter rated to remove lead with replacement cartridges for you to use for the six months following replacement of your lead service line.

Three months after the service line replacement, we'll send you a postcard with information on how to arrange to have your water tested for lead at no additional cost to you. Your test results will be provided once they are available.

ABOUT LEAD

Missouri American Water tests for lead in drinking water at our treatment facilities and at representative sites in the distribution system, and we comply with drinking water standards.

HEALTH EFFECTS OF LEAD

According to the U.S. Environmental Protection Agency, 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.

Note: We are not selling any services in this program.



LEARN MORE

- **ONLINE:** To learn more about lead, our lead service line replacement program or tips on what you can do to reduce the potential exposure to lead, scan the QR code or visit us online at missouriamwater.com/leadfacts.
- **CONTACT US:** For questions about the service line replacement project in your area, contact the project manager provided on the front page. General questions about the program can be sent to moservicelinegroup@amwater.com.
- **FOR MORE INFORMATION ON DRINKING WATER IN GENERAL:** Call the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.



To learn more about lead in drinking water, scan the QR code.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.

REDUCING YOUR POTENTIAL EXPOSURE TO

LEAD AT HOME



The most common source of lead in tap water is from the customer's plumbing and their service line.

Providing safe, reliable water service is our top priority. We test and monitor for a wide range of contaminants, including lead.

While these tests indicate that lead is not an issue in the treated water leaving our facilities, lead levels might be detected at some properties due to corrosion of:

- **Lead service line**¹ serving older homes and buildings
- **Lead solder** in household plumbing installed before state adoption of the EPA lead ban in August 1988
- **Some faucets** manufactured prior to 2014

It might also be detected if sediment or debris, possibly containing lead, is released from a lead service line during repair projects, or a partial replacement of the lead service line serving your home is performed.

WE'RE COMMITTED TO REPLACING LEAD¹ SERVICE LINES

Scan the QR code or visit missouriamwater.com/leadfacts to learn how to identify your service line material. If your service line is made of lead, be sure to let us know.



REDUCING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
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- 3. Routinely remove and clean all faucet aerators.**
- 4. Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- 5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.



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FREQUENTLY ASKED Q AND A

IS LEAD IN WATER REGULATED?

Yes. The EPA's lead standard is an action level that requires treatment modifications if lead test results exceed 15 parts per billion (ppb) in more than 10 percent of first draw samples taken from household taps.

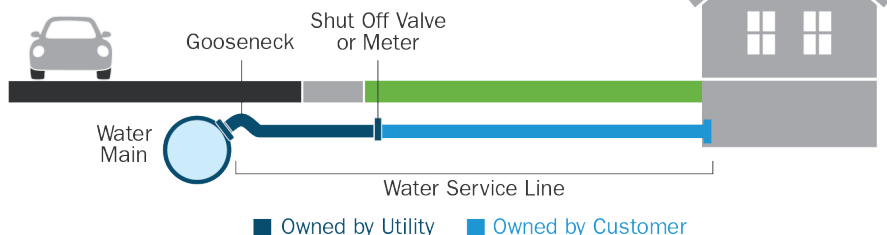
Missouri American Water tests for lead in accordance with regulatory requirements. Results of these tests are included in your annual Water Quality Report, which is available online (scan QR code to the right). In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water. We do this by managing the pH levels in the water leaving our treatment facilities and adding a corrosion inhibitor where needed.

DOES THAT MEAN I DO NOT HAVE LEAD IN MY WATER?

Not necessarily. You might have lead in your drinking water if your service line, household plumbing or fixtures contain lead. Lead test strips that test for the presence of lead in plumbing are available at hardware stores.

Homes built before 1930 are more likely to have lead plumbing systems. Lead pipes are dull grey color and scratch easily revealing a shiny surface. If your house was built before August 1988, you are more likely to have lead-soldered joints on copper piping. Lead solder is a silver or grey color. If you do, the chance of the lead leaching into your drinking water is greater when water has been standing in the pipes for many hours or overnight.

Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

HOW CAN I TELL IF MY WATER CONTAINS LEAD?

You can have your water tested for lead. Since you cannot see, taste or smell lead dissolved in water, testing is the only sure way of knowing.

SHOULD I FLUSH MY FAUCETS EVERY MORNING BEFORE USING IT TO DRINK OR PREPARE FOOD?

Yes. See Reducing Your Potential Exposure on the opposite side.

WATER QUALITY REPORTS ONLINE

Scan the QR code to view a copy of your annual water quality report.



GETTING YOUR WATER TESTED FOR LEAD

Missouri American Water does not provide testing for lead for individual customers who request it. Customers can choose to have their water tested at their cost at a certified laboratory.



To learn more about lead in drinking water, scan the QR code.

FOR MORE INFORMATION

Scan the QR code or visit:
missouriamwater.com/leadfacts

For more information on drinking water standards:
Contact the EPA Hotline at 1-800-426-4791

For more information on reducing lead exposure around your home/building and the health effects of lead:
Visit USEPA's website at www.epa.gov/lead

LEAD WATER SERVICE LINE REPLACEMENT



The Customer elects for the Company to replace the Customer's lead water service line: CHECK HERE

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to Missouri-American Water Company (the "Company") and to its approved contractors and/or subcontractors a license to enter upon the Customer's property at the address shown below ("Property") for the purpose of connecting the Customer's residence to the Company water service line adjacent to the Property, at no cost to the Customer.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

The Customer represents that the Customer is/are the sole owner(s) of the Property at the address shown above and has/have sole authority to agree to this License.

The term of this license shall be twelve (12) months following the date set forth below.

The Company or its approved contractors and/or subcontractors will replace the Company service line from the water main to a Company meter or valve installation ("Installation") at the Customer's Property line at no cost to the customer. The Company will determine the location of the Installation. The Company's service line and the Installation will be owned and maintained by the Company.

The Company or its approved contractors and/or subcontractors will install a Customer connecting line from the Installation to the Customer's residence. The Customer connecting line is currently and will continue to be owned and maintained by the Customer.

CUSTOMER ACKNOWLEDGES THAT IF ANY UPGRADES TO THE CUSTOMER'S INTERNAL PLUMBING ARE REQUIRED, IT WILL BE AT THE SOLE COST OF THE CUSTOMER. THIS INCLUDES, BUT IS NOT LIMITED TO, ANY REQUIREMENT BY A GOVERNMENTAL ENTITY TO MEET APPLICABLE PLUMBING CODE(S).

Upon completion of the work necessary to effect the new connection, the Company will restore the Customer's Property as nearly as practicable to its former condition. The Company warrants the workmanship of its installation of the Customer service line for a period of 12 months following the date set forth below, with the Company's liability limited to the cost of repairing or replacing the Customer service line.

THE CUSTOMER ACKNOWLEDGES THAT THE CUSTOMER HAS RECEIVED THE "IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD" AND "LEAD" INFORMATION SHEETS PROVIDED BY THE COMPANY.

IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT THE COMPANY'S COST AND THE COMPANY'S AGREEMENT TO PROVIDE A 12-MONTH LIMITED WORKMANSHIP WARRANTY, THE CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE COMPANY AND/OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.

CUSTOMER

Signature _____

Signature _____

Print Name _____

Print Name _____

Date _____

Date _____

Email _____

Email _____

Phone _____

Phone _____

MISSOURI-AMERICAN WATER COMPANY

Signature _____

Print Name _____

Date _____

Phone _____

PLEASE RETURN TO:

REEMPLAZO DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA



El Cliente acepta que la Compañía reemplace la tubería de plomo del servicio de agua del Cliente:

HAGA CLIC AQUÍ

El/los cliente(s) que suscribe(n), cuyo(s) nombre(s) aparece(n) en la sección de firmas al final de esta página (el "Cliente") le otorga(n) a Missouri-American Water (la "Compañía") y a sus contratistas y subcontratistas aprobados un permiso para ingresar a la propiedad del Cliente, en la dirección que figura a continuación (la "Propiedad"), con el fin de conectar la residencia del Cliente con la tubería de servicio de agua de la Compañía adyacente a la Propiedad, sin ningún costo para el Cliente.

DIRECCIÓN DE LA PROPIEDAD: _____

Ciudad _____ Estado _____ Código postal _____

El/los Cliente(s) declara(n) que es/son el/los único(s) dueño(s) de la Propiedad en la dirección indicada anteriormente y que tiene(n) plena autoridad para conceder este permiso.

El plazo del permiso será de seis (6) meses a partir de la fecha establecida a continuación.

La Compañía o sus contratistas y subcontratistas aprobados reemplazarán la tubería de servicio de la Compañía desde la tubería de agua principal hasta el medidor de la Compañía o la instalación de la válvula (la "Instalación") en la tubería de la Propiedad del Cliente, sin ningún costo para el cliente. La Compañía determinará la ubicación de la Instalación. La tubería de servicio de la Compañía y la Instalación serán propiedad de la Compañía y serán mantenidas por esta.

La Compañía o sus contratistas y subcontratistas aprobados instalarán una tubería de conexión del Cliente desde la Instalación hasta la residencia del Cliente. La tubería de conexión del Cliente actualmente es propiedad del Cliente y continuará siendo propiedad de este y mantenida por este.

EL CLIENTE RECONOCE QUE SI SE REQUIERE CUALQUIER MEJORA EN LAS TUBERÍAS INTERNAS DEL CLIENTE, ESTAS SE REALIZARÁN POR CUENTA DEL CLIENTE. ESTO INCLUYE, A MERO TÍTULO ENUNCIATIVO, CUALQUIER REQUERIMIENTO DE UNA ENTIDAD GUBERNAMENTAL DE CUMPLIR CON LOS CÓDIGOS DE PLOMERÍA VIGENTES.

Una vez terminadas las tareas necesarias para la nueva conexión, la Compañía restablecerá la Propiedad del Cliente, en la medida de lo posible, a las condiciones en que se encontraba previamente. La Compañía garantiza el trabajo de instalación de la tubería de servicio del Cliente por un período de 12 meses luego de la fecha que se indica a continuación, y la responsabilidad de la Compañía se limita al costo de reparación o reemplazo de la tubería de servicio del Cliente.

EL CLIENTE RECONOCE QUE HA RECIBIDO EL "AVISO IMPORTANTE ACERCA DEL SERVICIO DE AGUA Y EL PLOMO" Y LAS HOJAS INFORMATIVAS SOBRE EL "PLOMO" PROPORCIONADAS POR LA COMPAÑÍA.

COMO CONTRAPRESTACIÓN POR REALIZAR EL TRABAJO DE INSTALACIÓN DE LA TUBERÍA DE SERVICIO DEL CLIENTE (CUYOS GASTOS CORREN POR CUENTA DE LA COMPAÑÍA) Y EL COMPROMISO DE LA COMPAÑÍA DE PROPORCIONAR UNA GARANTÍA LIMITADA DE 12 MESES POR EL TRABAJO REALIZADO, EL CLIENTE ACEPTA INDEMNIZAR, LIBERAR Y EXIMIR A LA COMPAÑÍA Y SUS ASOCIADOS Y AGENTES DE TODO RECLAMO, RESPONSABILIDAD Y COSTO ("RECLAMOS") QUE SURJAN DE LOS ACTOS U OMISIONES DE LA COMPAÑÍA Y DE SUS SUBCONTRATISTAS APROBADOS DURANTE LA INSTALACIÓN DE LA TUBERÍA DE SERVICIO DEL CLIENTE.

CLIENTE

Firma _____

Firma _____

Nombre en letra de imprenta _____

Nombre en letra de imprenta _____

Fecha _____

Fecha _____

Correo electrónico _____

Correo electrónico _____

Teléfono _____

Teléfono _____

MISSOURI-AMERICAN WATER COMPANY

Firma _____

Nombre en letra de imprenta _____

Fecha _____

Teléfono _____

POR FAVOR DEVUELVA:

LEAD WATER SERVICE LINE REPLACEMENT



The Customer does NOT elect for the Company to replace Customer's lead water service line:

CHECK HERE

Customer Acknowledgement

The undersigned customer(s), whose name(s) appear(s) in the signature block shown below (the "Customer"), who receives water service provided by the Company to the residence at the Property address listed below, acknowledges that the Customer has been informed by the Company that the Customer-owned water service line is made of lead pipe. The Customer acknowledges that it elects not to permit the Company to replace the Customer-owned water service line. The Customer acknowledges that it has received and read the "Important Notice About Your Water Service and Lead," "Lead," and "Flushing After Partial Replacement" information sheets provided by the Company.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

CUSTOMER

Signature _____

Signature _____

Print Name _____

Print Name _____

Date _____

Date _____

Email _____

Email _____

Phone _____

Phone _____

PLEASE RETURN TO:

REEMPLAZO DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA



El Cliente NO acepta que la Compañía reemplace la tubería de plomo del servicio de agua del Cliente: HAGA CLIC AQUÍ

Acuse de recibo del cliente

El/los cliente(s) que suscribe(n), cuyo(s) nombre(s) aparece(n) en la sección de firmas a continuación (el "Cliente"), que recibe(n) el servicio de agua proporcionado por la Compañía en la residencia ubicada en la dirección establecida más abajo, reconoce(n) que el Cliente ha sido notificado por la Compañía del hecho de que la tubería de servicio de agua del Cliente es de plomo. El Cliente reconoce que no le permite a la Compañía reemplazar la tubería del servicio de agua del Cliente. El Cliente reconoce que ha recibido y leído el "Aviso importante acerca del servicio de agua y el plomo" y las hojas informativas sobre "Plomo" y "Purga posterior a un reemplazo parcial" proporcionadas por la Compañía.

DIRECCIÓN DE LA PROPIEDAD: _____

Ciudad _____ Estado _____ Código postal _____

CLIENTE

Firma _____

Firma _____

Nombre en letra de imprenta _____

Nombre en letra de imprenta _____

Fecha _____

Fecha _____

Correo electrónico _____

Correo electrónico _____

Teléfono _____

Teléfono _____

POR FAVOR DEVUELVA: