

REPORT YOUR WATER LINE MATERIAL

West Virginia American Water is committed to providing safe, reliable water service. As part of this commitment, we're replacing lead and certain galvanized service lines over the course of the next several years.

HELP US IDENTIFY YOUR SERVICE LINE MATERIAL IN 3 EASY STEPS

We are asking customers to self-identify and report the material of their customer-owned service line that brings water into their home or business. You can assess your service line material where it enters your home—typically in your basement, crawl space or garage—by following these three simple steps:

3 EASY STEPS

1. SCAN THE QR CODE OR VISIT westvirginiaamwater.com/leadfacts

Search for your address. If the customer-owned service line material is labeled unknown or if it's identified incorrectly, help us to identify the material.



2. **FOLLOW** the instructions, answer a few questions and upload a photo of your service line material.
3. **CLICK "SUBMIT"!**



Please note: If your service line contains lead, it does not mean you cannot use water as you normally do. West Virginia American Water tests for lead in accordance with regulatory requirements and our water meets water quality regulations, including those related to lead. For steps you can take to reduce your potential exposure to lead, visit westvirginiaamwater.com/leadfacts.

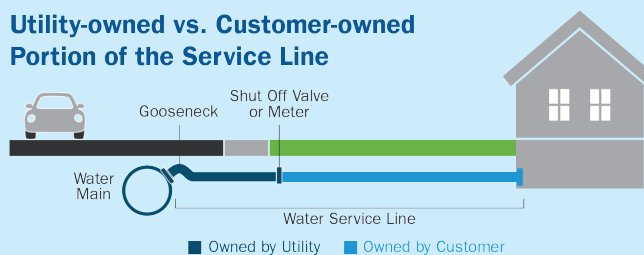
DID YOU KNOW...

The most common source of lead in tap water is from the customer's plumbing and their water service line. Homes built before 1930 are more likely to have lead plumbing systems. Additionally, homes built before June 1988 are more likely to have lead-soldered joints.

WHAT IS A WATER SERVICE LINE?

A water service line is a pipe that connects your house or building to the water main in the street. Typically, the utility owns the portion of the service line from the main in the street to the shut off valve (generally located near the curb). The property owner owns the service line from the shut off valve to the inside plumbing.

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



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

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.



WATCH THIS QUICK VIDEO
about our lead service line replacement program!

WHY IS WEST VIRGINIA AMERICAN WATER UNDERTAKING THIS PROJECT?

The project is driven by EPA regulations that require water utilities to identify and publish service line information, which, for many utilities, will be the first step toward a proactive lead service line replacement program.

WHEN WILL MY LEAD SERVICE LINE BE REPLACED?

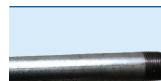
We are committed to complying with EPA regulatory requirements to replace all lead¹ service lines over the course of the next several years. Customers can still use their water as you normally would as the water we provide meets state and federal water quality standards, including those set for lead.

WHAT WILL BE REPLACED?

Our lead service line replacement program includes replacing 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.

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

TYPES OF PIPE



Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.



Copper: The color of a copper penny.



Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.



Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will not cling to lead pipes.



Scan to learn more about our lead service line replacement program and answers to commonly asked questions.

FOR MORE INFORMATION

Scan the QR code or visit: westvirginiaamwater.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