**INSTRUCTIONS FOR DELIVERY OF CONSUMER NOTICE OF LEAD TAP RESULTS**

The Federal Lead and Copper Rule, 40 C.F.R. Part 141, Subpart I requires that all water systems provide notice of the individual tap results from lead tap water monitoring carried out under the requirements of the rule.

The enclosed packet contains four different templates for notification, based on the individual sampling results and the system’s calculated 90th percentile with the lead action level. The notice only needs to be provided to those units containing the actual taps sampled. The options are:

Option 1: The individual result and the system’s overall 90th percentile calculation for lead were below the action level of 15 parts per billion (ppb).

Option 2: The individual result was below the lead action level of 15 parts per billion; however, the 90th percentile value for the system was above the lead action level. **In this instance, the water system must contact the Drinking Water and Groundwater Protection Division (Division) immediately** as system-wide lead education is required as will be other follow-up steps.

Option 3: The individual tap result for lead is greater than the lead action level of 15 parts per billion; however, the 90th percentile value for the water system was below the lead action level. In this instance those locations with elevated results must provide basic information to users (as identified within the notification templates).

Option 4: The individual tap result is greater than the lead action level and the 90th percentile value for the water system is also greater than the lead action level of 15 parts per billion. **In this instance, the water system must contact the Division immediately** as system-wide lead education is required as will be other follow-up steps.

Select the template for the correct option for each location sampled. Edit the templates accordingly and distribute them to the locations that were sampled. You may modify the templates to fit the individual situation and conditions of the water system. Within the templates, any text in red must be edited to fit the system’s specific circumstance. The *italic text* is required; **it may not be deleted and must be updated to the fit the water system**.

The notice must be provided to locations at which the water system sampled **within 30 days of receiving results from the laboratory**.

The certification form must be completed and returned to the Division **with a copy of the notices provided to users** **within 3 months of the close of the monitoring period in which the system sampled**.

**Consumer Notice Option 1 – individual location sampled and system’s 90th percentile results both under action level**

Dear (Consumer’s Name),

[*Insert name of your water system*] appreciates your participation in the lead tap monitoring program. A lead level of [insert data from the laboratory analysis of the sample collected-make sure the value is in ppb] was reported for the sample collected on [date] at your location, [insert address of customer].

We are happy to report that your result, as well as the 90th percentile value for our water system, is below the lead action level of 15 parts per billion.

**What Does This Mean?**

Under the authority of the Safe Drinking Water Act, EPA set the action level for lead in drinking water at 15 ppb. This means utilities must ensure that water from the customer’s tap does not exceed this level in at least 90 percent of the homes sampled (90th percentile value). The action level is *the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* If water from the tap does exceed this limit, then the utility must take certain steps to correct the problem. Because lead may pose serious health risks, the EPA set a Maximum Contaminant Level Goal (MCLG) of zero for lead. The MCLG is *the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

**What Are The Health Effects of Lead?**

*Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother’s bones, which may affect brain development.*

**What Are The Sources of Lead?**

The primary sources of lead exposure for most children are deteriorating lead-based paint, lead-contaminated dust, and lead-contaminated residential soil. Exposure to lead is a significant health concern, especially for young children and infants whose growing bodies tend to absorb more lead than the average adult. Although your home’s drinking water lead levels were below the action level, if you are concerned about lead exposure, parents should ask their health care providers about testing children for high levels of lead in the blood.

**What Can I Do To Reduce Exposure to Lead in Drinking Water?**

* **Run your water to flush out lead.** If water hasn’t been used for several hours, run water for 15-30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking. If present, this flushes lead-containing water from the pipes.
* **Use cold water for 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.
* **Look for alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or **www.nsf.org** for information on performance standards for water filters.
* **Test your water for lead.** Call us at *[insert phone number for your water system]* to find out how to get your water tested for lead. *[Include information on your water system’s testing program. For example, do you provide free testing? Are there labs in your area that are certified to do lead in water testing?]*
* **Identify if your plumbing fixtures contain lead and consider replacing with compliant fixtures when appropriate.**

**For More Information**

Call us at *[insert your water system’s phone number]*. For more information on reducing lead exposure around your home and the health effects of lead, visit EPA’s Web site at **www.epa.gov/lead**, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider. The Vermont Drinking Water and Groundwater Protection Division Website also has useful resources pertaining to lead and copper in drinking water: **http://dec.vermont.gov/water/drinking-water/water-quality-monitoring/lead-copper-rule-resources**.

**Consumer Notice Option 2 – individual location sampled below action level, but system’s 90th percentile above action level**

Dear (Consumer’s Name),

[*Insert name of your water system*] appreciates your participation in the lead tap monitoring program. A lead level of [insert data from the laboratory analysis of the sample collected-make sure the value is in ppb] was reported for the sample collected on [date] at your location, [insert address of customer].

We are happy to report that your result was below the lead action level of 15 parts per billion. However, the 90th percentile value for our system was above the lead action level.

**What Does This Mean?**

Under the authority of the Safe Drinking Water Act, EPA set the action level for lead in drinking water at 15 ppb. This means utilities must ensure that water from the customer’s tap does not exceed this level in at least 90 percent of the homes sampled (90th percentile value). The action level is *the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* If water from the tap does exceed this limit, then the utility must take certain steps to correct the problem. Because lead may pose serious health risks, the EPA set a Maximum Contaminant Level Goal (MCLG) of zero for lead. The MCLG is *the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

We are taking a number of steps to correct the problem. We will begin sampling for lead every 6 months so we can closely monitor the lead levels in our water system. Your continued participation and support in our lead tap monitoring program is very important. In addition, we will initiate a Public Education campaign to ensure our customers know about the action level exceedance, understand the health effects of lead, the sources of lead and actions they can take to reduce exposure to lead in drinking water. We will also monitor our source water, initiate controls to reduce the corrosivity of our water (corrosive water can cause lead to leach from plumbing materials that contain lead) and initiate lead service line replacement.

**What Are The Health Effects of Lead?**

*Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother’s bones, which may affect brain development.*

**What Are The Sources of Lead?**

The primary sources of lead exposure for most children are deteriorating lead-based paint, lead-contaminated dust, and lead-contaminated residential soil. Exposure to lead is a significant health concern, especially for young children and infants whose growing bodies tend to absorb more lead than the average adult.

Although your home’s drinking water lead levels were below the action level, if you are concerned about lead exposure, parents should ask their health care providers about testing children for high levels of lead in the blood. Lead is rarely found in source water, but enters tap water through corrosion of plumbing materials. Homes built before 1986 are more likely to have lead pipes, fixtures and solder.

**What Can I Do To Reduce Exposure to Lead in Drinking Water?**

* **Run your water to flush out lead.** If water hasn’t been used for several hours, run water for 15-30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking. If present, this flushes lead-containing water from the pipes.
* **Use cold water for 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.
* **Look for alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or **www.nsf.org** for information on performance standards for water filters.
* **Test your water for lead.** Call us at *[insert phone number for your water system]* to find out how to get your water tested for lead. *[Include information on your water system’s testing program. For example, do you provide free testing? Are there labs in your area that are certified to do lead in water testing?]*
* **Identify if your plumbing fixtures contain lead and consider replacing with compliant fixtures when appropriate.**

**For More Information**

Call us at *[insert your water system’s phone number]*. For more information on reducing lead exposure around your home and the health effects of lead, visit EPA’s Web site at **www.epa.gov/lead**, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider. The Vermont Drinking Water and Groundwater Protection Division Website also has useful resources pertaining to lead and copper in drinking water: **http://dec.vermont.gov/water/drinking-water/water-quality-monitoring/lead-copper-rule-resources**.

**Consumer Notice – Option 3 – individual result above action level, but the system’s 90th percentile below action level**

Dear (Consumer’s Name),

[*Insert name of your water system*] appreciates your participation in the lead tap monitoring program. A lead level of [insert data from the laboratory analysis of the sample collected-make sure the value is in ppb] was reported for the sample collected on [date] at your location, [insert address of customer].

Your result is greater than the lead action level of 15 parts per billion. However, the 90th percentile value for our water system was below the lead action level.

**What Does This Mean?**

Under the authority of the Safe Drinking Water Act, EPA set the action level for lead in drinking water at 15 ppb. This means utilities must ensure that water from the customer’s tap does not exceed this level in at least 90 percent of the homes sampled (90th percentile value). The action level is *the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* If water from the tap does exceed this limit, then the utility must take certain steps to correct the problem. Because lead may pose serious health risks, the EPA set a Maximum Contaminant Level Goal (MCLG) of zero for lead. The MCLG is *the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

Your lead level may be due to conditions unique to your home, such as the presence of lead soldier or brass faucets, fittings and valves that may contain lead. Our system works to keep the corrosivity of our water as low as possible (corrosive water can cause lead to leach from plumbing materials that contain lead) and there are actions you can take to reduce exposure. We strongly urge you to take the steps below to reduce your exposure to lead in drinking water.

**What Are The Health Effects of Lead?**

*Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother’s bones, which may affect brain development.* If you are concerned about lead exposure, you may want to ask your health care provider about testing children to determine levels of lead in their blood.

**What Are The Sources of Lead?**

Although most lead exposure occurs when people eat paint chips and inhale dust, or from contaminated soil, EPA estimates that 10 to 20 percent of human exposure to lead may come from lead in drinking water. Lead is rarely found in source water, but enters tap water through corrosion of plumbing materials. Homes built before 1986 are more likely to have lead pipes, fixtures and solder. However, new homes are also at risk: even legally “lead-free” plumbing may contain up to 8 percent lead. The most common problem is with brass or chrome-plated brass faucets and fixtures which can leach significant amounts of lead into the water, especially hot water.

**What Can I Do To Reduce Exposure to Lead in Drinking Water?**

* **Run your water to flush out lead.** If water hasn’t been used for several hours, run water for 15-30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking. If present, this flushes lead-containing water from the pipes.
* **Use cold water for 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.
* **Look for alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or **www.nsf.org** for information on performance standards for water filters.
* **Test your water for lead.** Call us at *[insert phone number for your water system]* to find out how to get your water tested for lead. *[Include information on your water system’s testing program. For example, do you provide free testing? Are there labs in your area that are certified to do lead in water testing?]*
* **Identify if your plumbing fixtures contain lead and consider replacing with compliant fixtures when appropriate.**

**For More Information**

Call us at *[insert your water system’s phone number]*. For more information on reducing lead exposure around your home and the health effects of lead, visit EPA’s Web site at **www.epa.gov/lead**, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider. The Vermont Drinking Water and Groundwater Protection Division Website also has useful resources pertaining to lead and copper in drinking water: **http://dec.vermont.gov/water/drinking-water/water-quality-monitoring/lead-copper-rule-resources**.

**Consumer Notice Option 4 – both the individual result and system’s 90th percentile above action level**

Dear (Consumer’s Name),

[*Insert name of your water system*] appreciates your participation in the lead tap monitoring program. A lead level of [insert data from the laboratory analysis of the sample collected-make sure the value is in ppb] was reported for the sample collected on [date] at your location, [insert address of customer].

Your result is greater than the lead action level and the 90th percentile value for our water system is also greater than the lead action level of 15 parts per billion.

**What Does This Mean?**

Under the authority of the Safe Drinking Water Act, EPA set the action level for lead in drinking water at 15 ppb. This means utilities must ensure that water from the customer’s tap does not exceed this level in at least 90 percent of the homes sampled (90th percentile result). The action level is *the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.* If water from the tap does exceed this limit, then the utility must take certain steps to correct the problem. Because lead may pose serious health risks, the EPA set a Maximum Contaminant Level Goal (MCLG) of zero for lead. The MCLG is *the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.*

We are taking a number of steps to correct the problem. We will begin sampling for lead every 6 months so we can closely monitor the lead levels in our water system. Your continued participation and support in our lead tap monitoring program is very important. In addition, we will initiate a Public Education campaign to ensure our customers know about the action level exceedance, understand the health effects of lead, the sources of lead and actions they can take to reduce exposure to leads in drinking water. We will also monitor our source water, initiate controls to reduce the corrosivity of our water (corrosive water can cause lead to leach from plumbing materials that contain lead) and initiate lead service line replacement.

Although we are taking action to reduce lead levels, your elevated lead level may also be due to conditions unique to your home, such as the presence of lead soldier or brass faucets, fittings and valves that may contain lead. Our system works to keep the corrosivity of our water as low as possible (corrosive water can cause lead to leach from plumbing materials that contain lead) and there are actions you can take to reduce exposure. We strongly urge you to take the steps below to reduce your exposure to lead in drinking water.

**What Are The Health Effects of Lead?**

*Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of your body. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones, and it can be released later in life. During pregnancy, the child receives lead from the mother’s bones, which may affect brain development.* If you are concerned about lead exposure, you may want to ask your health care provider about testing children to determine levels of lead in their blood.

**What Are The Sources of Lead?**

Although most lead exposure occurs when people eat paint chips and inhale dust, or from contaminated soil, EPA estimates that 10 to 20 percent of human exposure to lead may come from lead in drinking water. Lead is rarely found in source water, but enters tap water through corrosion of plumbing materials. Homes built before 1986 are more likely to have lead pipes, fixtures and solder. However, new homes are also at risk: even legally “lead-free” plumbing may contain up to 8 percent lead. The most common problem is with brass or chrome-plated brass faucets and fixtures which can leach significant amounts of lead into the water, especially hot water.

**What Can I Do To Reduce Exposure to Lead in Drinking Water?**

* **Run your water to flush out lead.** If water hasn’t been used for several hours, run water for 15-30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking. If present, this flushes lead-containing water from the pipes.
* **Use cold water for 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.
* **Look for alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or **www.nsf.org** for information on performance standards for water filters.
* **Test your water for lead.** Call us at *[insert phone number for your water system]* to find out how to get your water tested for lead. *[Include information on your water system’s testing program. For example, do you provide free testing? Are there labs in your area that are certified to do lead in water testing?]*
* **Identify if your plumbing fixtures contain lead and consider replacing with compliant fixtures when appropriate.**

**For More Information**

Call us at *[insert your water system’s phone number]*. For more information on reducing lead exposure around your home and the health effects of lead, visit EPA’s Web site at **www.epa.gov/lead**, call the National Lead Information Center at 800-424-LEAD, or contact your health care provider.

**CONSUMER NOTICE OF LEAD TAP RESULTS CERTIFICATION**

Water System Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WSID #: Population Served: \_\_\_\_\_\_\_\_\_\_\_\_\_

I certify that all public education materials meet the written content requirements and that each residence from where lead tap water samples were collected has been provided with the lead test results along with the following information: MCLGs, ALs, and their definitions; information regarding the health effects of lead, which includes steps to reduce exposure to lead in drinking water; and contact information for the drinking water system. I further certify that notification was completed, and that each residence was notified, **within 30 days** after the system learned of the lab results.

Residences Provided Test Results (List – in columns or attach other sheets if necessary):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Delivery Method(s):

□ Hand or Direct Delivery on \_\_\_\_\_\_\_\_\_\_\_(date)  
□ Notification via US Mail, notice or bill on\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date)  
□ Posting in a conspicuous location (**NTNC systems only**) on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

Certification by the Administrative Contact or the Water System Operator:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title: Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-Mail Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Within 3 months of the close of the monitoring period, systems must submit a copy of the consumer notification sent and this form certifying that the system met the consumer notice of lead tap results delivery requirements of the Lead & Copper Rule to the Drinking Water and Groundwater Protection Division.

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| --- | --- |
| Please return this form to: | Drinking Water and Groundwater Protection Division  One National Life Drive - Main 2  Montpelier, VT 05620-3521  Attn: Lead & Copper Rule Administrator |
| Drinking Water and Groundwater Protection Division  Phone: 1-802-828-1535 / Fax: 1-802-828-1541 <http://dec.vermont.gov/water> | |