

FREQUENTLY ASKED QUESTIONS

WHY AM I RECEIVING THIS INFORMATION?

The water infrastructure in your street is being upgraded. If any portion of the service line from the water main to your house is made of lead, we can replace it during this work.

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?

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. In addition, if your household electric system is grounded through your lead service line, we will have a certified electrician check your electric system to make sure it's grounded properly.

HOW WILL THIS BE FUNDED?

As part of this project, we will cover a portion, and in some cases all, of the costs related to replacing the customer-owned portion of the lead service line. If there are any costs that you would be responsible for, we'll notify you in advance. Note: Home improvements/modifications or any plumbing code upgrades are not covered.

HOW LONG WILL THIS TAKE?

Generally, an entire new service line can be installed in one day. Additional time may be needed if obstacles, such as other underground piping, are in the way.

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.

HOW DO YOU INSTALL A NEW WATER SERVICE LINE?

There are several construction methods that may be considered. Our contractor will evaluate the options and provide the best approach.

WILL MY WATER SERVICE BE TURNED OFF DURING THIS WORK?

A short, temporary disruption may occur as we transition your water service 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 REPLACEMENT OF THE SERVICE LINE?

Flushing of your household plumbing can remove pipe scale that may have broke loose during construction. Pipe scale can 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 street. We will contact you to schedule a time that works best.

ARE MY LOCAL OFFICIALS AWARE OF THIS WORK?

Yes. We are coordinating this work with your local municipality. They can also help direct questions to us.

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

While using filters rated to remove lead can be effective if properly maintained, removing the entire lead service line pipe will remove a source of lead and help to minimize your risk of potential exposure to lead in drinking water.

IF I'M NOT READY TO REPLACE MY SERVICE LINE NOW, WILL YOU COVER ANY COSTS IF I REPLACE IT LATER?

At this time, this program is only offered when we are upgrading our water infrastructure. If you decide to replace your service line at a later date, we can not guarantee that we could cover the costs. You may need to pay to have a plumber and an electrician perform the work.

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.

ABOUT LEAD

Missouri American Water regularly 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. For more information, visit [missouriamwater.com](http://missouriamwater.com). Under **Water Quality**, select **Water Quality Reports**.

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

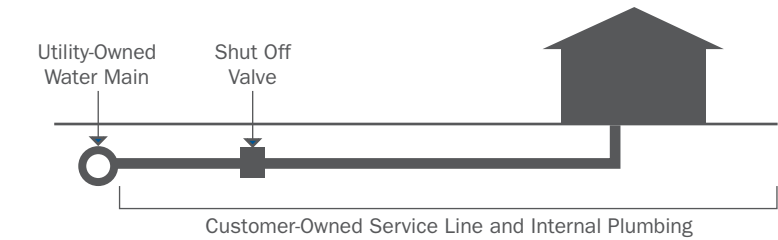
1. If you have a lead service line, replace it.
2. Flush your tap before drinking or cooking with water, if the water in the faucet has gone unused for more than six hours. The longer the water lies dormant in your household's plumbing, the more lead it might contain. Flush your tap with cold water for 30 seconds to two minutes before using.
3. Remove and clean the aerators or strainers from each faucet periodically.
4. Visit our website for more tips.
5. NSF International created a Consumer Guide to NSF Certified Lead Filtration Devices for Reduction of Lead in Drinking Water. Visit [www.nsf.org/info/leadfiltrationguide](http://www.nsf.org/info/leadfiltrationguide) for more information.



Missouri American Water will be upgrading the water infrastructure along your street in the near future. While we're there, if the customer-owned portion of the service line (see diagram) is made of lead, we'd like to work with you to replace it. Best of all, we'll cover a portion, and in some cases all, of the costs to replace your lead service line.

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

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



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



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.

NAME

PHONE

EMAIL



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



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HERE'S WHAT TO EXPECT...



CALL US.

Contact us, and we will explain the process and answer your questions.



HAVE YOUR SERVICE LINE CHECKED.

We can check to see if your line is lead while we are working on your street.



WE'LL CHECK YOUR LINE.

Our contractor will check to see if your service line is made of lead.

This may involve our contractor obtaining a mark out of underground utilities and checking your home electrical system grounding.

In addition, we may need to dig one to two 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 a release to allow our contractor to work on your 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.

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. You may want to store a few gallons of water for drinking while the replacement work is being done.



FLUSH YOUR PLUMBING.

Your household plumbing will need to be flushed to remove 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.



WE'LL COLLECT A WATER SAMPLE.

When the work is completed, we will schedule a time to collect a water sample(s) after flushing.

Once available, we will inform you of the results.

**See FAQs on the back for more information.**



LEARN MORE

**CALL US:** Contact our project manager at the number provided on the front page.

Customers can also contact our Customer Service Center at 1-866-430-0820, M-F, 7 a.m.–7 p.m. For emergencies, we're available 24/7.

**ONLINE:** Tips on what you can do to reduce the potential for lead exposure are attached and can be found online at missouriamwater.com. Under Water Quality, select Water Quality Reports.

**FOR MORE INFORMATION ON DRINKING WATER IN GENERAL:** Call the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.

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



## SERVICE LINE ASSESSMENT RESULTS

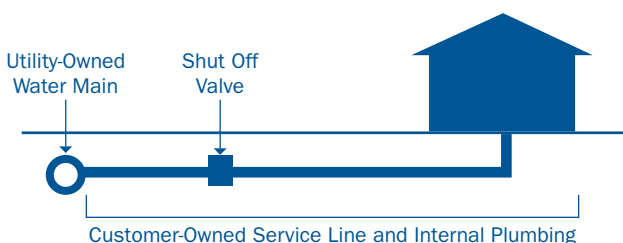
Today, we assessed your service line and found that portions appear to be made of lead or contain lead:



**WE WOULD LIKE TO TALK TO YOU ABOUT REPLACING THE LEAD PORTION OF YOUR SERVICE LINE DURING OUR COURSE OF WORK.**  
Please contact us at the number listed below.



**FLUSH BEFORE USING WATER FOR DRINKING OR COOKING.** You should flush your household plumbing to remove any pipe scale that may have come loose in the process of checking your service line. Pipe scales may contain lead from old plumbing. To flush your line, please remove the aerator on the faucet(s) used for drinking or cooking, and run the water for 5 minutes before use. Then, clean and replace the aerators on the faucet(s).



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

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Time: \_\_\_\_ a.m. / p.m.

MO.STL.SLR.3b 04-2018



MISSOURI  
AMERICAN WATER  
WE KEEP LIFE FLOWING™

### CUSTOMER SERVICE

HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.  
FOR EMERGENCIES: We're available 24/7.

**1-866-430-0820**



# 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 main 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 six (6) months following the date set forth below.

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:**

# 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:**

## FOR MORE INFORMATION

Missouri American Water meets all drinking water standards related to lead.

Basic information about lead, the steps we take—along with tips on what you can do—to reduce the potential for lead exposure can be found using the resources listed below.

For example, older plumbing fixtures like faucets, valves and solder can contain small amounts of lead, so flushing can help reduce lead exposure.

## RESOURCES

Visit us online at [missouriamwater.com](http://missouriamwater.com). Under Water Quality, select Lead and Drinking Water.

**USEPA's Safe Drinking Water Hotline:**  
1-800-426-4791

**National Lead Information Center:** 1-800-424-LEAD

**Information on Home Water Filters:**  
[www.nsf.org](http://www.nsf.org)

**Please note:**  
homeowners are responsible for their home plumbing.



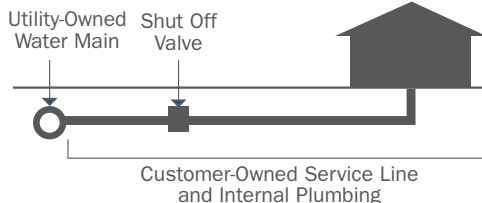
# FLUSHING INSTRUCTIONS

## TODAY, WE REPLACED THE FOLLOWING AT YOUR PROPERTY BECAUSE IT CONTAINED LEAD:

- ☐ Customer-owned portion of the service line  
☐ Other \_\_\_\_\_

Your household plumbing will need to be flushed to remove any pipe scale that may have come loose during construction, in case it contains lead.

### UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



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

## PLEASE TAKE THE FOLLOWING STEPS TO MINIMIZE YOUR EXPOSURE TO ANY SCALE THAT MAY HAVE BEEN RELEASED.

### IMMEDIATE WHOLE HOUSE FLUSH

**Flush your household plumbing BEFORE you consume tap water or use hot water.**

This includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

1. Find the closest cold water tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home treatment unit(s).
2. Fully open the cold water tap and let the water run for at least 30 minutes.

**Next, flush the remainder of your household plumbing as follows<sup>1</sup>:**

3. Find all cold water faucets that will drain properly into a basin, tub, shower or laundry tub.
4. Remove any aerators and screens from the faucets that will be flushed. **DO NOT** flush with aerators on. Skip any faucets where aerators can not be removed. **If applicable:** Remove any filter devices.
5. Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
6. Let the water run for at least 30 minutes at the last tap you open on the top floor.
7. Turn off each tap starting with the taps top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

### DAILY AND MONTHLY MAINTENANCE FOR SIX MONTHS

Other steps to help manage your potential exposure include:

- **DAILY (for six months):** Each morning or any time the water in the faucet has gone unused for more than six hours, flush your tap for five minutes before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for six months):** Remove and clean all faucet aerators. After six months, clean aerators twice a year.

<sup>1</sup>Source: American Water Works Association (AWWA)

## QUESTIONS?

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_



**QUALITY. ONE MORE WAY  
WE KEEP LIFE FLOWING.**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ a.m. / p.m.

**YOU ARE  
RECEIVING THIS  
COMMUNICATION  
BECAUSE YOUR  
SERVICE LINE  
APPEARS TO BE  
LEAD.**

**FOR MORE  
INFORMATION**

Missouri American Water meets all drinking water standards related to lead.

Basic information about lead, the steps we take—along with tips on what you can do—to reduce the potential for lead exposure can be found using the resources listed on the reverse side.

For example, older plumbing fixtures like faucets, valves and solder can contain small amounts of lead, so flushing can help reduce lead exposure.

# FLUSHING FOLLOWING A PARTIAL LEAD SERVICE LINE REPLACEMENT

## WHAT DO I NEED TO KNOW?

Your service line contains lead pipe. You should follow the recommendations in this flyer to better manage your potential exposure to lead in your drinking water. Lead can be harmful even at very low levels and can accumulate in our bodies over time, so wherever possible, steps should be taken to reduce or eliminate your household's exposure. While risks vary based on individual circumstances and the amount of water consumed, no concentration of lead is considered "safe." Households with pregnant women, infants, or young children are most vulnerable to the harmful effects of lead at low levels.

## WHAT CAN I DO?

- **FLUSH:** Routinely flush your plumbing and clean faucet aerators, especially after Partial Lead Service Line Replacement
- **WHEN:** Daily, weekly and monthly per the guidelines on this flyer.
- **WHY:** Because the service line you own is made of lead pipe and you chose not to replace it during our work, you should now take precautions to manage your water quality and reduce your potential exposure to lead in water.

## WHAT ELSE CAN I DO?

Consider replacing customer-owned lead pipes and fixtures in your household plumbing.

## ARE THERE STEPS I SHOULD TAKE TO PROTECT MY DEVELOPING BABY, INFANT OR YOUNG CHILDREN?

According to the Centers for Disease Control and Prevention (CDC), households with pregnant women, infants or young children should be especially aware of the potential for lead exposure through drinking water. Consider having your water tested at a certified laboratory. If lead is detected, consider purchasing a filter certified for lead removal or using an alternate source of water until the problem is corrected. Babies and young children are most vulnerable to the harmful effects of lead at low levels. U.S. EPA estimates infants who consume mostly mixed formula can receive 40 percent to 60 percent of their exposure to lead from drinking water.

## DO ALL HOME FILTERS AND OTHER WATER TREATMENT DEVICES REMOVE LEAD?

No. If you purchase a water filter or home treatment device, make sure it is independently certified for lead removal and that you maintain it properly. Find out more at [www.nsf.org](http://www.nsf.org).

Because lead is colorless and tasteless, lead is not readily apparent in water. In fact, the only way to know for certain whether your drinking water contains lead is to have your water tested by a certified laboratory.



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## LEARN MORE

Visit us online at  
[missouriamwater.com](http://missouriamwater.com).  
Under Water Quality,  
select Lead and Drinking  
Water.

USEPA's Safe  
Drinking Water Hotline  
1-800-426-4791

National Lead  
Information  
Center: 1-800-424-LEAD  
Information on Home  
Water Filters:  
[www.nsf.org](http://www.nsf.org)

**Please note:**  
homeowners are  
responsible for their  
home plumbing.

## QUESTIONS

Name

Phone

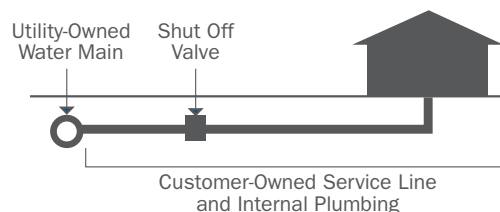
Email

# FLUSHING FOLLOWING A PARTIAL LEAD SERVICE LINE REPLACEMENT

## TODAY, WE CONNECTED YOUR SERVICE LINE TO THE COMPANY'S NEW MAIN IN THE STREET.

☒ Your customer-owned service line contains lead. As a result, your household plumbing will need to be flushed routinely to remove any pipe scale that may come loose, in case it contains lead.

### UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



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

## PLEASE TAKE THE FOLLOWING STEPS TO MINIMIZE YOUR POTENTIAL EXPOSURE TO LEAD.

### IMMEDIATE WHOLE HOUSE FLUSH

**Flush your household plumbing BEFORE you consume tap water or use hot water.**

This includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

1. Find the closest cold water tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home treatment unit(s).
2. Fully open the cold water tap and let the water run for at least 30 minutes.

**Next, flush the remainder of your household plumbing as follows<sup>1</sup>:**

3. Find all cold water faucets that will drain properly into a basin, tub, shower or laundry tub.
4. Remove any aerators and screens from the faucets that will be flushed. DO NOT flush with aerators on. Skip any faucets where aerators can not be removed.  
**If applicable:** Remove any filter devices.
5. Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
6. Let the water run for at least 30 minutes at the last tap you open on the top floor.
7. Turn off each tap starting with the taps top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

### ONCE EVERY TWO WEEKS FOR THREE MONTHS

- Repeat whole house flushing instructions 3-7 above.

### DAILY AND MONTHLY MAINTENANCE FOR SIX MONTHS

Other steps to help manage your potential exposure include:

- **DAILY (for six months):** Each morning or any time the water in the faucet has gone unused for more than six hours, flush your tap for five minutes before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for six months):** Remove and clean all faucet aerators. After six months, clean aerators twice a year.

<sup>1</sup>Source: American Water Works Association (AWWA)

Date: \_\_\_\_\_ Time: \_\_\_\_\_ a.m. / p.m.





## 72-HOUR WATER SAMPLE REMINDER

We haven't received your call to pick up your second water sample, so we thought we'd check to make sure you are still interested. If you are, the sample should be collected as soon as you can, preferably within 72 hours (3 days) of the repair using the kit that was provided. If you have any questions or need a replacement kit, please contact us at the number listed below.

### **Sampling Instructions for the Customer**

1. AFTER water has sat motionless for AT LEAST 6 HOURS, gently open the kitchen cold water tap and fill the sample bottle to the top. This can be first thing in the morning or after returning home from work, etc. NOTE: If a water treatment unit or filter is attached to the plumbing system or faucet, please remove the filter or bypass the unit before sampling.
2. Turn off water and tightly cap the sample bottle.
3. Fill out the bottle label: Check Customer Box and complete Address, Sample Location, Collect Date, and Collect Time.
4. Call us to pick up your water sample.

Name

Phone

**LEARN MORE:** For more information on your water quality and ways to reduce your potential exposure to lead, call us or visit us online at **[www.missouriamwater.com](http://www.missouriamwater.com)**. Under Water Quality, select Lead and Drinking Water.

Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_

Time: \_\_\_\_\_ a.m. / p.m.

MO.SLR.10 04-2018



MISSOURI  
AMERICAN WATER

WE KEEP LIFE FLOWING™

### **CUSTOMER SERVICE**

HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.  
FOR EMERGENCIES: We're available 24/7.

**1-866-430-0820**



## GET THE LEAD OUT

Lead can pose a serious health risk, particularly to developing fetuses, infants and children. If lead exists in your household plumbing, take the steps needed to minimize your potential exposure.

## FOR MORE INFORMATION

**Missouri American Water  
Customer Service Center:**  
1-866-430-0820  
M-F, 7 a.m. - 7 p.m.

**Check us out online**  
[missouriamwater.com](http://missouriamwater.com)

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



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

Providing safe, reliable water supply 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** serving older homes and buildings
- **Lead solder** in household plumbing installed before the EPA lead ban in 1986
- **Some faucets** manufactured prior to 2014

It might also be detected if a **partial replacement of the lead service lines** serving your home is performed.

## CHECK YOUR PLUMBING AND SERVICE LINE.

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-866-430-0820.

## MINIMIZING 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 six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 2. 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.
- 3. Routinely remove and clean all faucet aerators.**
- 4. 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.** When you upgrade or replace plumbing fixtures or pipes, remove the strainers from each faucet and run the water for 3 to 5 minutes.



# FREQUENTLY ASKED Q AND A

## 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.

### For more information

If you are still concerned about elevated levels and want to find out where you can have your water tested by a certified laboratory:

- **Contact EPA's Safe Drinking Water Act Hotline:**  
1-800-426-4791
- **Visit Missouri Department of Natural Resources online at**  
[www.dnr.mo.gov](http://www.dnr.mo.gov)

## 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.

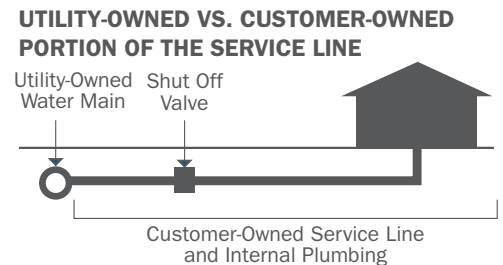
Missouri American Water regularly tests for lead at the end of its treatment process. Testing has shown that lead is not an issue in the water exiting any of our water treatment facilities. We also conduct tests in our distribution system in accordance with the EPA regulatory requirements. In addition, we take steps to reduce the potential of lead leaching from service lines and household pipes into the water by managing the pH levels in the water leaving our treatment facilities and adding a corrosion inhibitor where needed.

Learn more at [missouriamwater.com](http://missouriamwater.com). Under the **Water Quality** menu, select **Lead and Drinking Water**.

## 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 January 1986, 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.



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

## SHOULD I FLUSH MY FAUCETS EVERY MORNING BEFORE USING IT TO DRINK OR USE FOR FOOD PREP?

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

## 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.

## DO I NEED A HOME FILTER FOR LEAD?

The need for a home treatment device is a customer decision. If you choose to purchase a home filter, NSF International created a Consumer Guide to NSF Certified Lead Filtration Devices for Reduction of Lead in Drinking Water. For more information, visit [www.nsf.org/info/leadfiltrationguide](http://www.nsf.org/info/leadfiltrationguide).

Always consult the device manufacturer for information on treatment device maintenance and potential impacts to your drinking water or household plumbing.

## WILL ELECTRICAL GROUNDING INCREASE MY LEAD LEVELS?

Possibly. If grounding wires from electrical systems are attached to household plumbing, corrosion and potential lead exposure may be greater. Customers can choose to pay to have an electrician check the house wiring.



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