

WATER SERVICE LINE INSPECTIONS – WHAT YOU NEED TO KNOW

PWSA's inspection showed that I have a water service line made of lead – what are immediate steps I can take to reduce my risk?

- **Follow flushing tips to reduce lead in drinking water** – If you haven't used your water for several hours, run your cold tap for one minute or more before using it for cooking or for drinking. Homes with longer lead water service lines may require flushing for a longer period of time. Using toilets, washing clothes, showering, or doing dishes before you drink from your tap are all ways that you can help flush your service line without wasting water.
- **Purchase water filters that are approved by the NSF** to filter lead. Filters will be available for free through the City of Pittsburgh. These are on a first-come-first-serve basis. You can learn more about this opportunity on their website, at <http://pittsburghpa.gov/safepgh2o/>.
- **Order a free water lead test kit from PWSA** – All residents of the City of Pittsburgh and Millvale can request a kit to determine the level of lead found in their drinking water by calling **PWSA Customer Service at 412.255.2423** or by sending a request via email to servicelines@pgh2o.com.

If it is determined that the PWSA-owned, public portion, of the service line is lead – what happens now?

- Your inspection will automatically be added to our database of lead service lines. This will help to inform our Lead Service Line Replacement Program. Your property will be put on a schedule for eventual replacement.
- When PWSA schedules locations for our Lead Service Line Replacement Program, residents will be given notice of the work at least 45 days in advance.

If it is determined that only the private portion of the service line is lead – what is my responsibility?

- PWSA is legally responsible for the portion of the service line that runs from the water main in the street to the curb stop. **This means that the homeowner is legally responsible for the privately-owned portion of the service line from the curb stop into the home.**
- Currently, there is no law requiring homeowners to remove privately-owned lead service lines.
- PWSA recommends you reduce your risk of lead exposure by immediately following the flushing and filtering recommendations above. You should also consider replacing your portion of the lead water service line.
- The Urban Redevelopment Authority (URA) is offering a financial assistance program, called the Replace Old Lead Lines (ROLL), to help residents finance lead service line replacements on private property. **Customers interested in this program can call the URA directly at 412-255-6677.**



Both portions of the service line are lead – can I coordinate replacement with PWSA?

- If you choose to replace your private portion of the lead service line, contact PWSA Customer Service at 412.255.2423. **PWSA crews will work with your plumber to coordinate replacement and minimize the impact of the work.**
- Customers may be eligible for the URA’s Replace Old Lead Lines program, mentioned above.

PWSA’s inspection shows that neither portion of my service line is made of lead – does this mean my water is lead free?

- **Not necessarily.** Lead materials can still be found in pipes inside the home, lead solder in plumbing joints, brass faucets, valves, fittings, or portions of the service line that inspection crews were not able to identify. All of these materials can leach lead into your drinking water.
- For instructions on how to determine whether or not materials inside the home are lead, visit pgh2o.com/lead-facts.
- **To help determine if there is lead in your drinking water, you can order a free lead test kit by contacting PWSA Customer Service at 412.255.2423 or by email at servicelines@pgh2o.com.**

The inspection indicates “unknown” or “not accessible” – what does this mean?

- An inspection that states “UNKNOWN” or “NOT-ACCESSIBLE” means that PWSA was unable to identify the pipe material.
- Your property will be placed on a schedule to be further inspected by digging to expose the service line.
- If you have reason to believe that your service line contains lead, PWSA recommends you follow the flushing and filtering recommendations on the front of this document to reduce your risk.
- **To test your water for lead, you can order a free lead test kit by contacting PWSA Customer Service at 412-255-2423 or by email at servicelines@pgh2o.com.**

For more information on lead in drinking water and what you can do to reduce your risk of exposure, visit our Lead Facts webpage at <http://www.pgh2o.com/lead-facts>

For more information regarding the water line inspection program, please contact PWSA Customer Service at 412.255.2423