

[DATE]

[CUSTOMER ADDRESS LINE]
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NOTICE OF GALVANIZED REQUIRING REPLACEMENT WATER SERVICE LINE

Dear Customer:

Due to the EPA's 2021 Lead and Copper Rule Revisions (LCRR), all water utility companies must identify and inventory water service line materials to enhance public health protection against lead in drinking water. New Braunfels Utilities (NBU) has been diligently inventorying all water service lines to identify potential lead materials in pipes connecting our water system to properties.

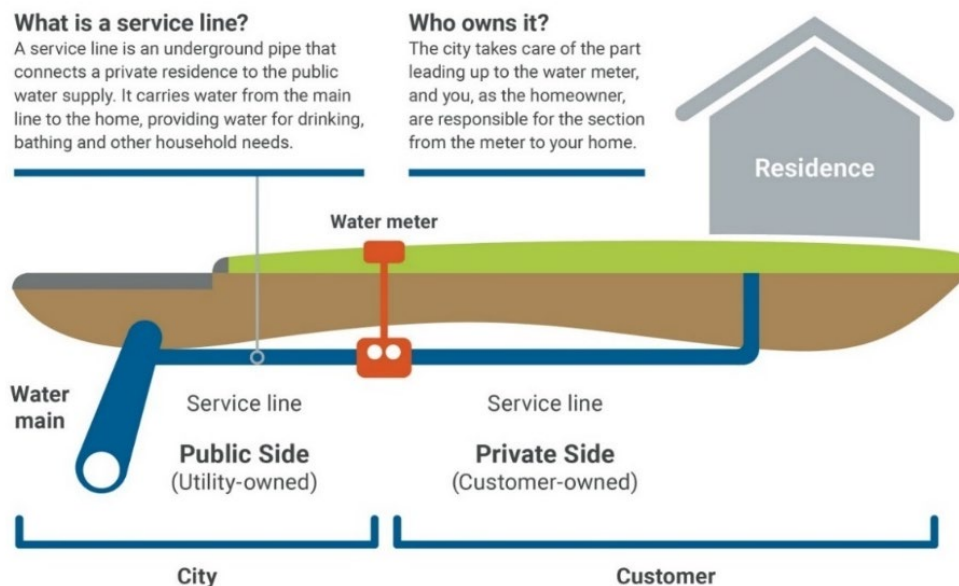
Material of Your Service Line

NBU would like to inform you that the water service line to the above address has been classified as a Galvanized Requiring Replacement (GRR) Service Line. This means that some or all of the service line contains galvanized piping that was or could have been downstream from a lead source. There are not any known lead lines that have served your connection, but NBU lacks records to prove this, therefore out of an abundance of caution, the line is classified as potentially lead-containing. Lead scale can build up on the interior of the galvanized piping and later release into drinking water even after the original source of lead is replaced. Therefore, water supplied through a galvanized line has the potential to increase your risk of exposure to lead. For further information regarding your service line, our service line inventory is accessible at <https://www.nbutexas.com/water-line-inventory/>.

Older lead pipes, faucets and fixtures are sources of lead in drinking water. Texas prohibited lead in water lines after July 1, 1988. However, the Plumbing Code adopted in New Braunfels on September 29, 1982, excluded lead as an acceptable material for water service lines. So, any water service installed after 1982 is presumed to be 'non-lead.'

What is a Service Line?

A service line is the piping that runs from the water main to the building inlet. NBU owns the section of the service line from the road to the water meter, while the section from the water meter to the residence is owned by the customer.



Do I Need to Replace My Service Line?

The intent of the regulation is to replace all lead and GRR service lines over a ten-year period beginning in late 2027. NBU is required to develop a replacement plan for affected customers, details of which will be released at a later date. If you choose to replace the private side of your service line prior to the beginning of NBU's replacement plan, please contact us at waterserviceinventory@nbutexas.com so we may coordinate efforts to replace our side if required.

Health Effects of Lead

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed) and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.

Steps to Reduce Your Exposure to Lead

- **Flush Your Water:** The more time water has been sitting in your home's pipes, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line, the length and diameter of the service line and the amount of plumbing in your home.
- **Use Cold Water.** Do not use hot water from the tap for drinking, cooking or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.
- **Clean Your Aerator.** Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.
- **Consider a Filter:** Use your filter properly. Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information, visit [nsf.org](http://www.nsf.org) or call 800-NSF-8010.

For More Information

For more information, call the NBU Water Treatment and Compliance department at 830.608.8901, or visit our website at <https://www.nbutexas.com/water-line-inventory/>. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead> or contact your health care provider.

Please Share with Affected Residents

Please share this information with anyone who drinks water served by this service line, especially those who may not have received this report directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this report in a public place or distributing copies by hand, mail, email or another method.

Thank you,

Mike Short
Director of Water Services