

[DATE]

[CUSTOMER ADDRESS LINE]
 [CUSTOMER ADDRESS LINE]

NOTICE OF LEAD STATUS UNKNOWN WATER SERVICE LINE

Dear Customer:

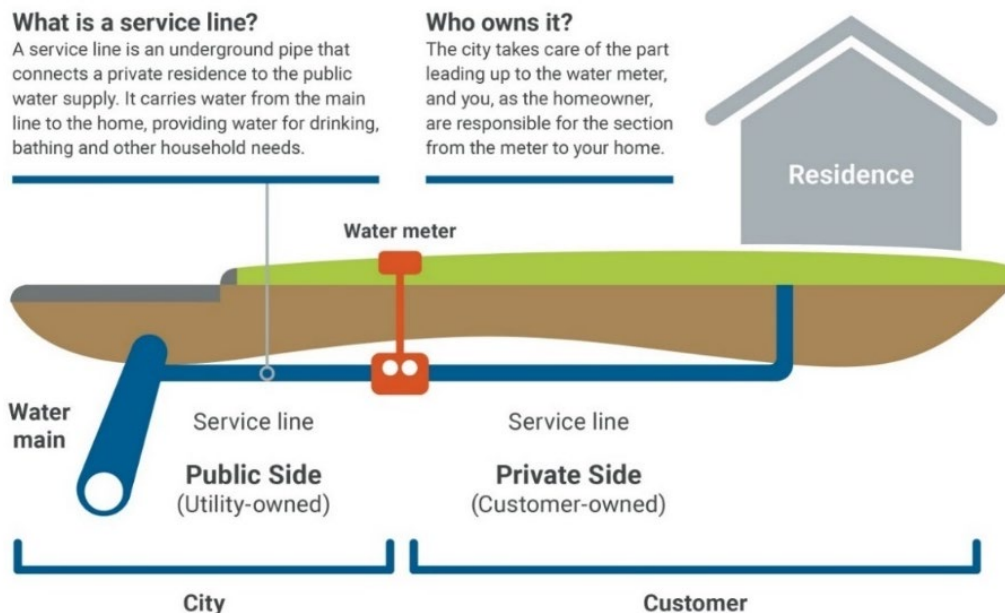
Due to the EPA's 2021 Lead and Copper Rule Revisions (LCRR), all water utility companies must identify and inventory water service line materials to enhance public health protection against lead and copper in drinking water. New Braunfels Utilities (NBU) has been diligently inventorying all water service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

We are notifying you that the material of the water service line to the above address has yet to be determined and is classified as "Lead Status Unknown." This classification means that part or all of the line may contain lead or galvanized piping, which could increase lead exposure risk. For further information on your service line, please visit our inventory 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.



How Can I Determine My Service Line Material?

NBU is in the process of identifying all unknown service line materials. If your line is classified as lead or galvanized requiring replacement, you'll receive a separate notice from NBU with more information on replacement options. You can always visit our website to see updated information. If you would like to help verify your line material, visit www.epa.gov/protectyourtap for identification instructions. You can submit information and photos by email to waterserviceinventory@nbutexas.com or by mail to NBU, Attn: Water Treatment and Compliance, 263 Main Plaza, New Braunfels, TX 78130.

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 or call 800-NSF-8010.

For More Information

For more information, call New Braunfels Utilities 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