

# PREVENT. INFORM. PROTECT. ELIMINATE.



METRO WATER SERVICES PIPE PROGRAM  
1450 Lebanon Pike, Bldg. A  
Nashville, TN 37210

Mr/Mrs Homeowner  
XXXXXXX  
Nashville, TN

November 14, 2024

**RE: water service at <premise address>**

## Notice of Potential Lead Exposure Risk

*Esta carta contiene información importante. Tradúzcalo o visite el sitio <https://www.nashville.gov/departments/water/water-quality/lead/inform> para obtener una versión en español.*

Metro Water Services is required to notify customers, non-paying consumers, and any off-site owner of a property (e.g., landlord) when a service line that may cause elevated lead exposure is identified. Metro Water Services' service line inventory indicated that this property has been identified as having a drinking water service line made of:

- Lead
- Galvanized metal that may have been downstream of lead containing materials
- Unknown material

A water service line is a pipe that connects your home to the public water main. Metro Water Services owns the service line from the water main to the meter. The property owner is responsible for the service line from the meter to the residence or building.



Please visit the MWS Service Line Inventory Site at <https://www.nashville.gov/departments/water/water-quality/lead/inform> for more

information regarding lead and an interactive map of the service line inventory results (The direct link to the interactive map is <https://experience.arcgis.com/experience/d391788f09a44f9ba8f53f444596a5b4>)

If your location has been identified as “unknown material,” please visit [bit.ly/MWSPiPE](https://bit.ly/MWSPiPE) and participate in a 10-minute service line survey (<https://arcg.is/1a0SCr>) or contact us at 615-862-4923 to learn how to verify the service line materials.



Scan this QR code to directly access the 10-minute service line survey.

Metro Water Services replaces our portion of lead service lines when found during construction or repair activities. If you are planning to replace your portion of the service line, contact us at (615) 862-4923 prior to replacement so that we can coordinate our efforts.

Metro Water Services has been regularly monitoring drinking water in the distribution system for lead for many years. The 90<sup>th</sup> percentile of our latest analysis completed in 2022 was 1 part per billion (ppb). This is equivalent to approximately 1 second of time in 32 years. It is important to note that the EPA action level for lead was recently reduced from 15 to 10 ppb. This new action limit will become effective 60 days after the Law is published in the Federal Register.

In response to strengthened lead and copper rules, Metro Water Services developed the P.I.P.E Program.

- Prevent - We prevent metals from leaching into water by properly balancing water chemistry.
- Inform - We inform our community through our website and service line inventory.
- Protect - We protect health with extensive sampling in the community and at schools and day cares.
- Eliminate - We will eliminate the risk with the removal of lead service lines.

Information on this program is available at [bit.ly/MWSPiPE](https://bit.ly/MWSPiPE) and in our annual Consumer Confidence Report. Information from the most recent service line inventory is available on this website or can be viewed in person *by appointment* at our office located at 1450 Lebanon Pike-Bldg. A, Nashville, TN 37210. Please email [mwspipeinformation@nashville.gov](mailto:mwspipeinformation@nashville.gov) or call (615) 862-4923 to make an appointment.

### **Sources of Lead Exposure**

Lead is a common metal found in the environment. Although most lead exposure occurs when people eat paint chips and inhale dust, or from contaminated soil, the 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 1988 are more likely to have lead pipes, fixtures, and solder. However, new homes are also at risk: even legally designated “Lead-Free” plumbing may contain up to 8 percent lead. The most common source is brass and chrome-plated brass faucets and fixtures, which can leach significant amount of lead into water, especially hot water.

### **Health Effects of Lead Exposure**

Exposure to lead can cause serious health effects in all age groups. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. Lead exposure among women who are pregnant increases prenatal risks. Lead exposure among women who later become pregnant has similar risks if lead stored in the mother’s bones is released during pregnancy. Recent science suggests that adults who drink water containing lead have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

### **Ways to reduce exposure to lead in drinking water:**

- 1) Run your water to flush out lead.** Flushing the tap means running the cold-water faucet. It usually uses less than one gallon of water. If the water has not been used for several hours, run water for 15-30 seconds, or until it becomes cold, or until it reaches a steady temperature before using it for drinking or cooking. Flushing removes water that may contain lead from the plumbing lines.
- 2) Use cold, flushed water for cooking and preparing baby formula.** Because lead from lead-containing plumbing materials and pipes can dissolve into hot water more easily than cold water, never drink, cook, or prepare beverages including baby formula using hot water from the tap. If you have not had your water tested or if you know that lead-containing materials and pipes exist within your home, it is recommended that bottled or filtered water be used for drinking and preparing baby formula. If you need hot water, draw water from the cold tap and then heat it.
- 3) Do not boil water to remove lead.** Boiling water will not reduce lead; however, it is still safe to wash hands, dishes, shower, water plants, do laundry, etc.
- 4) Look for alternative sources or treatment of water** if you are concerned about contaminants. You may want to consider purchasing a water filter or bottled water. Read the packaging to ensure the filter is approved to reduce lead or contact NSF International at 800-NSF-2010 or [www.nsf.org](http://www.nsf.org) for more information on performance standards for water filters.
- 5) Get your child tested.** Visit the Tennessee Department of Health to learn more about children and lead or contact your healthcare provider to find out how you could get your child tested for lead if you are concerned about lead exposure. <https://www.tn.gov/health/health-program-areas/fhw/tn-clpp.html>
- 6) Get your water tested.** The following is a list of some Department approved laboratories that you can call to have your water tested for lead.

|                                |                        |              |
|--------------------------------|------------------------|--------------|
| Metro Water Services           | Nashville.gov\water    | 615-862-4923 |
| Waypoint Analytical            | Waypointanalytical.com | 901-213-2400 |
| Eurofins Environmental Testing | Eurofins.com           | 865-292-3000 |

**7) Identify plumbing fixtures containing lead.** Although Tennessee law currently restricts the sale of plumbing fixtures not considered “Lead-Free,” new brass faucets, fittings, and valves, even those advertised as “Lead-Free” may still contribute lead to drinking water.

**8) Replace plumbing or fixtures containing lead.** Physical modifications or disturbances may cause lead release. **If you are planning to replace your lead service line, contact us at (615) 862-4923.**

**9) Remove and clean aerators/screens on plumbing fixtures.** Over time, particles and sediment can collect in the aerator screen. Regularly remove and clean aerators screens located at the tip of faucets and remove any particles.

**10) Test your water for lead.** Testing is essential because you cannot see, taste, or smell lead in drinking water. Metro Water Services periodically tests a portion of the residences for lead and copper levels and other water quality parameters throughout the distribution system.

**Participation in the sampling is voluntary and free.** If you are interested in participating in this program, please call us (615) 862-4923.

**11) Water softeners and reverse osmosis units** will remove lead from water but can also make the water more corrosive to lead solder and plumbing by removing certain minerals; therefore, the installation of these treatment units at the point of entry into homes with lead plumbing should only be done under supervision of a qualified water treatment professional.

For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA’s Web site at [www.epa.gov/lead](http://www.epa.gov/lead), call the EPA Safe Drinking Water Hotline at 800-426-4791, contact your health care provider, or reach out to the State of Tennessee Department of Environment and Conservation by mailing:

Lead and Copper in Drinking Water  
Davy Crockett Tower, 9th Floor  
500 James Robertson Parkway  
Nashville, TN 37243-1204

This notice is sent to you by Metro Water Services  
State Water System ID Number: TN0000494

Phone: 615.862.4923 (Information regarding lead) or 615.862.4600 (General customer care)  
Email: [MWSPiPEInformation@nashville.gov](mailto:MWSPiPEInformation@nashville.gov)  
Website: [Nashville.gov\water](http://Nashville.gov\water)