

# Lead Service Line Inventory

What you (and your customers) need to know

To encourage your customers to complete the lead service line inventory, you'll need to understand the project and how to communicate about it. Luckily, there are messaging and communication tools already available for you.

## Lead Service Line Requirements

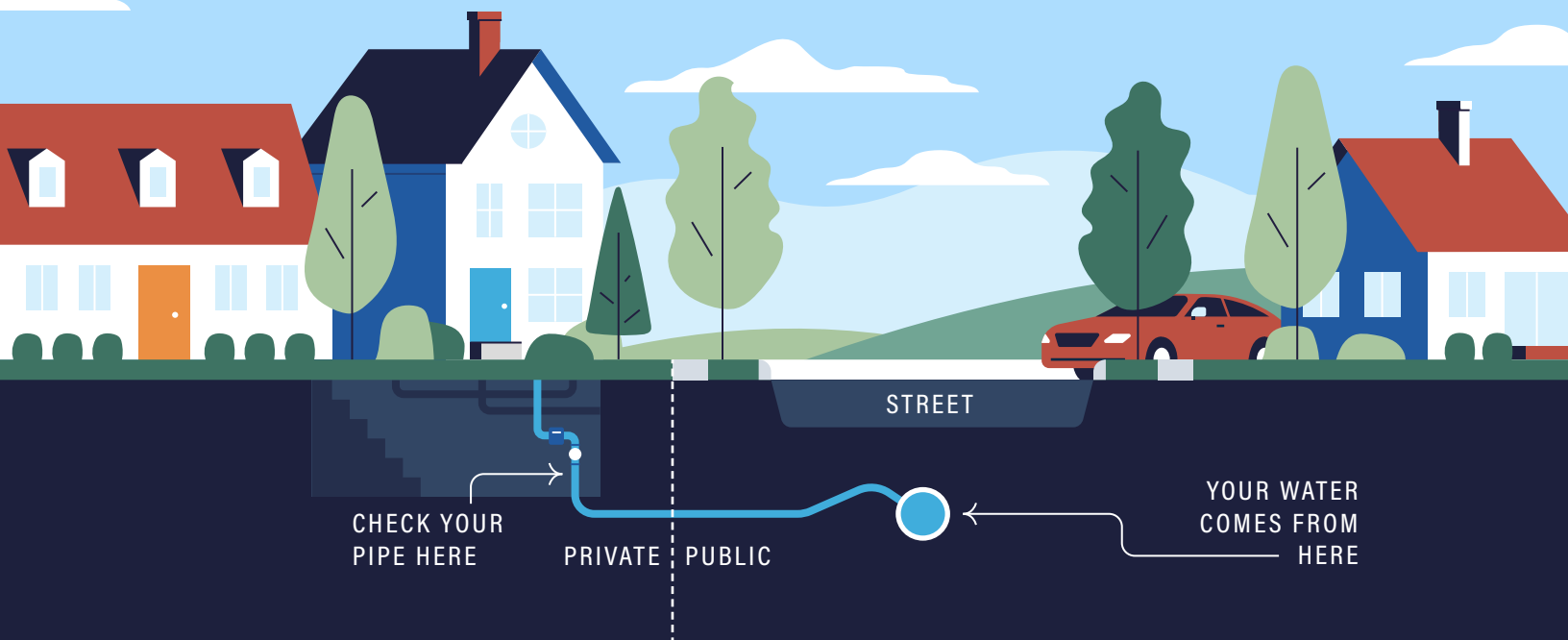
The more "unknown" service lines you have, the more you'll have to replace, according to the Lead and Copper Rule.

Systems with lead service lines with compliance sampling results over **15 micrograms/liter** after corrosion control treatment installation must replace **7%** or more of the lead service lines in their distribution system per year—including lines marked as "unknown."

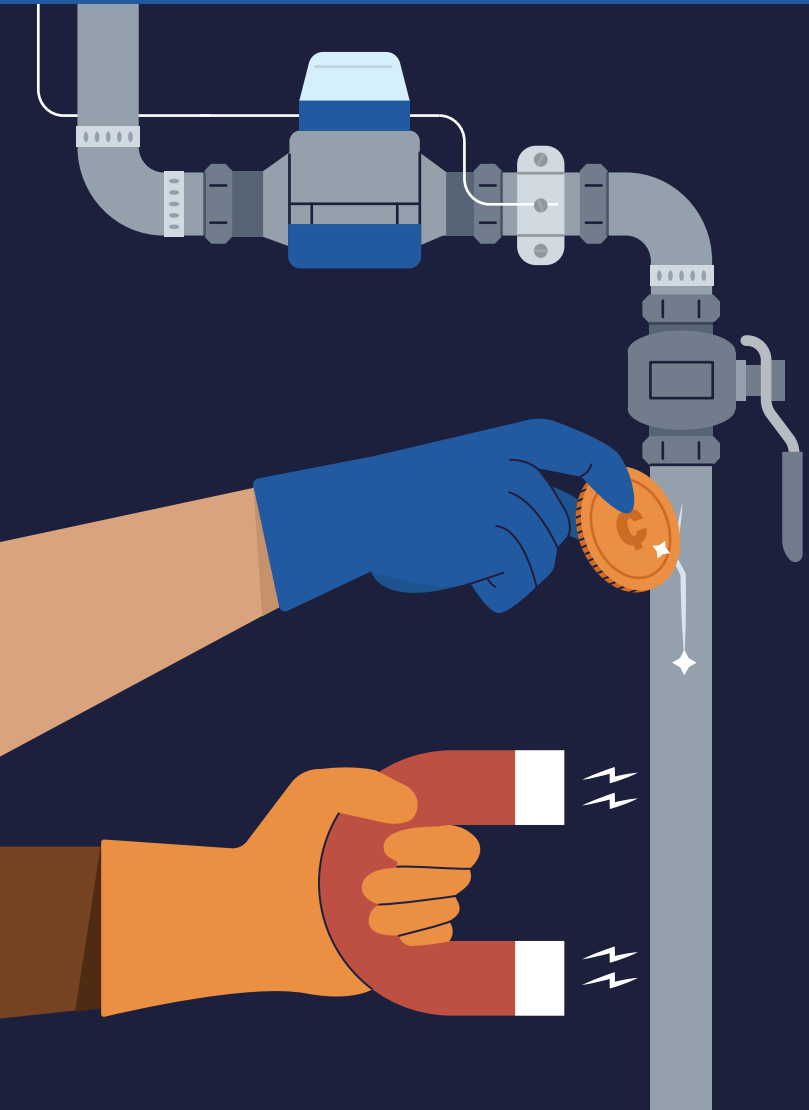


## Spread the word to complete the survey

Visit [sdwaterpipes.com](https://sdwaterpipes.com) to learn more about the project and access important resources to help with your customer communication.



# Initial inventory deadline: October 16, 2024



## Requirements after the deadline: EPA

- Update every year or every three years based on the lead tap sampling frequency
- Systems that demonstrated absence of lead service lines by October 16, 2024, don't need to provide an update

## Requirements after the deadline: Customer follow-up

Provide notification to the persons served at the water connection with a LSL, GRR, or "lead status unknown" service line

- 30 days after completing the initial inventory; repeated annually until only non-lead service lines remain
- At time-of-service installation for new customers

## Here are some suggestions you can consider communicating with your customers:

### Your customer's service line has been identified to contain lead. What now?

- 1 We will be noting it in our inventory and designating it to be replaced in the near future.
- 2 In the interim, because your line has lead, you can flush your line. Use a NSF/ANSI 53 certified pitcher filter to protect yourself until the line is replaced.
- 3 Consider offering to collect a water quality sample from their service.

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