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Dear Water Customer,

The City of Lancaster provides safe, clean drinking water to more than 120,000 people in the City and surrounding metropolitan area. Our two water treatment plants operate around the clock, 7 days a week, producing 20-26 million gallons of clean drinking water daily.

During 2023 and 2024, in addition to performing routine maintenance and upgrades to our water treatment and distribution system, we will be taking steps to identify the types of service line materials used by each of our customers. The service line is the pipe that connects your home or building to the water main in the street. Service lines may be made of lead, copper, galvanized metal, or plastic.

The U.S. EPA's Lead and Copper Rule Revision requires us to identify all lead service lines by October 2024. Through the normal course of our work upgrading and repairing water mains, we have identified and replaced hundreds of lead service lines. However, thousands are still unknown and we're going to need your help to comply with this federal requirement.

*You do not need to take any action now.* We will follow up with additional information on this issue in the coming weeks.

**Please be on the lookout for another letter from us which will list actions we need you to take.**

The City of Lancaster recognizes the benefit of removing lead from our water infrastructure and appreciates your help with this task!

If you have any questions or concerns, please reach out to us at [info@cityoflanasterpa.gov](mailto:info@cityoflanasterpa.gov).

## LEAD AND DRINKING WATER

The City of Lancaster Bureau of Water conducts routine testing to ensure that our product meets all state and federal water quality requirements. Lead is not detected in City drinking water when it leaves the treatment plants and **there is no current concern about lead at large in our water system.**

Lead contamination of drinking water is often the result of corrosion in the plumbing or water service lines belonging to water customers. The Bureau of Water treats water to prevent corrosion and leaching of lead into the water supply.



If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Lancaster Bureau of Water is responsible for providing high quality drinking water but cannot control the variety of materials used in customer plumbing components.

Though there is no safe level of exposure to lead, historically the City of Lancaster's water supply has met state and federal water quality standards. You can review our Annual Water Quality Report on the City's website at [www.cityoflanasterpa.gov/services/water-sewer](http://www.cityoflanasterpa.gov/services/water-sewer).

**How can I minimize the potential for lead exposure?**

When your water has been sitting for several hours, you can minimize the potential for lead exposure from plumbing components by flushing your tap for 2 to 5 minutes before using water for drinking or cooking.

*If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the U.S. EPA's Safe Drinking Water Hotline or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).*

*For information about other potential sources of lead exposure, visit [www.cityoflanasterpa.gov/lead](http://www.cityoflanasterpa.gov/lead).*

*If you have questions about City drinking water, contact the water quality lab at (717) 291-4818.*

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