

# CONCORD WATER DRINKING WATER NOTICE

## YOUR PROPERTY IS SERVED BY A WATER SERVICE LINE THAT CONTAINS LEAD

*This notice contains important information about your drinking water.  
Have someone translate it for you or speak with someone who understands it.*



Dear Customer,

Water systems are now required to inventory all water service line materials and identify any water service line containing lead or lead materials. **Concord Water's most recent inventory has determined that your service line – the water pipe that connects your home from the water main – is made from lead.** This documentation is part of Concord Water's compliance with the Lead and Copper Rule Service Line Inventory regulatory requirements.

Updates are provided on the website: [concordma.gov/3771/Water-Service-Line-Inventory/](https://concordma.gov/3771/Water-Service-Line-Inventory/). Information on the health effects of lead and steps to reduce your exposure is included.

### STEPS YOU CAN TAKE TO REDUCE EXPOSURE TO LEAD IN DRINKING WATER

- **Run your water to flush out lead.** Lead levels increase over time as water sits in lead-containing plumbing materials. Using water for purposes other than drinking or cooking first, like laundry or bathing, can help reduce lead levels in drinking water.
- **Use only cold, fresh water for drinking, cooking, and preparing baby formula.**
- **Run the water for at least 1 minute** or until after it turns cold.
- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Clean your aerator.** Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. Lead particles can release lead into your water. See how to clean your aerator at [www.epa.gov/system/files/documents/2023-12/important-resources-for-safe-drinking-water.pdf](https://www.epa.gov/system/files/documents/2023-12/important-resources-for-safe-drinking-water.pdf).
- **Use your filter properly, if you use a filter.** Filters can reduce lead in drinking water. Make sure it is certified by NSF to remove lead; packaging will show NSF logo. Follow directions to properly install, use, and replace your filter. Do not run hot water through the filter. For more information, and which certifications to look for, visit [www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead](https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead).
- **Identify and replace plumbing fixtures** containing lead and any copper piping with a lead solder, the material used to combine pipes. Also, Concord Water recommends replacing any faucets used for drinking that were installed prior to January 2014, as the allowable lead was reduced from 8% to 0.25%.
- **Have your child's blood tested for lead.** Children are at higher risk from the health effects of lead. If you would like to have your child tested, contact your health care provider, or local state health department here: 617-624-6000, or visit [www.mass.gov/orgs/childhood-lead-poisoning-prevention-program](https://www.mass.gov/orgs/childhood-lead-poisoning-prevention-program).
- **Have your water tested for lead.** You cannot see, taste, or smell lead in drinking water. Contact Concord Water for more information and how to get your water tested by a state-certified laboratory. See the list of labs here: [www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing](https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing).



### 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.*



CONCORD PUBLIC WORKS  
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Please read the full notice for information on how to reduce exposure to lead and opportunities to replace lead service lines. For more information, Concord Water visit <https://concordma.gov/lead> or call 978-318-3250.

## LEAD SERVICE LINE REPLACEMENT INFORMATION

- As a homeowner in Concord, the water service line from the main to your meter is your responsibility per Section 5 of the Town of Concord, Rules and Regulations Governing Water Connections and Use (Oct. 2002).
- Your service line may contain lead, and therefore Concord Water recommends that you consider replacing it to ensure safer drinking water. Concord Water has developed a replacement plan to help customers replace any portion of their water service that contains lead.
- If you are planning on replacing the service line, please visit [concordma.gov/lead](https://concordma.gov/lead), and notify us at 978-318-3250.
- If you choose not to replace your water service line, be aware that any plumbing work (disturbance) in your home could temporarily increase lead levels in your water.
- It may be helpful to contact your home insurance provider to discuss potential coverage options for service line replacement.



If you believe that there is an error regarding your service line material or if you have additional information, please let us know by calling Concord Water at 978-318-3250. To learn more about lead in drinking water, visit: [mass.gov/lead-in-drinking-water](https://mass.gov/lead-in-drinking-water).



For more information, or if you have questions on how to verify the material of your service line, call Concord Water at 978-318-3250, or visit: [concordma.gov/lead](https://concordma.gov/lead).

*Please share this information with all the other people who drink this water at this address, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.*

This notice is being sent to you by Concord Water PWS ID#: 3067000

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