[Date]

[Address]

Dear [PWS Name] customer:

[PWS Name] will be creating an inventory of water pipes in your area to determine if they contain lead. The inventory will primarily be created using our records**. A [PWS Name] representative may request access to this building or property to view the water pipes for the inventory**. Please allow them to view the water pipes. This is the first step in our effort to remove water pipes containing lead.

**What is being done?**

If [PWS Name] staff or their representatives need to enter the building, [explain how the customer will be notified, any details on timeline, number of attempts that will be made]. The [PWS Name] representative will [explain how the staff will identify themselves to confirm they are a representative – i.e., show a business card, etc.]. You can confirm they are a [PWS Name] representative by asking [insert confirmation method]. The representative will be checking to see the material of the service line, which is usually done by inspecting the service line in the basement or foundation of the building.

**Why is the inventory being created?**

The Environmental Protection Agency Revised Lead and Copper Rule and the Rhode Island *Lead Poisoning Prevention Act* require [PWS Name] to complete this inventory by October 16, 2024. The purpose of the inventory is to check the materials of the pipes that deliver water to buildings, called service lines. If the service line to a building is made with lead, lead could be getting into the drinking water. Drinking water with lead in it can cause exposure to lead. Lead is most dangerous to children younger than six years old and people who are pregnant. Lead can hurt a child’s brain and nervous system and slow down growth and development. For more information about the health effects of lead, visit the Rhode Island Department of Health website health.ri.gov/lead.

**How can I protect against lead exposure from drinking water?**

There are several steps you can take to decrease lead in drinking water. Filter pitchers and point-of-use devices that are certified to reduce lead in drinking water are effective. See the enclosed *Daily Water Pipe Care to Reduce Lead Exposure* for other steps you can take.

You will be notified if your service line contains lead and if any planned work on the service line will affect your water. If your service line contains lead, you may request a [*select one:* filter pitcher or point-of-use device] certified to reduce lead in drinking water, instructions to use the filter, and 6 months of filter replacement cartridges from [PWS Name] at no cost to you. [PWS Name] is working to replace service lines that contain lead.

If you have any questions about this project, please visit us online at [PWS project webpage] or contact:

 [Contact for inventory project, Contact for lead service line replacement planning, etc.]

Sincerely,

[Name]

[Title]

[PWS Name]