



2638 Old Stagecoach Road, Cassatt, S.C. 29032  
(803) 432-8235  
[www.cassattwater.com](http://www.cassattwater.com)

## **Frequently Asked Questions - Notice of a Service Line Made of Unknown Material**

### ***What is a “service line”?***

A service line is an underground pipe that carries water from Cassatt Water’s water main to a home or business. Each service line requires connections to the water main and to the water lines and plumbing on a customer’s property.

Each service line and connection may consist of multiple plumbing material types including, but not limited to, lead, copper, galvanized iron, and plastic.

### ***What is an “initial service line inventory?”***

In 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCRR) to include a new requirement that all water utilities across the country must create initial inventories of their water service lines and connections to find any lead service line or connection that may exist in a water system. These inventories must also include the customers’ side of the water meter.

Over the last 24 months to meet the initial inventory requirement, Cassatt Water conducted an initial inventory of our service lines that connect our water mains to your water meter to determine if any of the lines are made of lead. It is now available at our main office. For more information about the EPA’s revised Lead and Copper Rule, visit [www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule](http://www.epa.gov/ground-water-and-drinking-water/revised-lead-and-copper-rule).

### ***Should I be concerned about Cassatt Water not knowing what my service line is made of?***

It is important to note that finding a line of unknown material does not mean you have been exposed to lead. An unknown material generally means that Cassatt Water has not yet verified your service line material. Cassatt Water’s treatment greatly reduces the possibility lead from service lines could end up in your water.

However, the existence of an unknown line may increase your risk of exposure. These FAQ’s serve to notify you of this risk, inform you of steps being taken by Cassatt Water, and provide information to help you reduce your risk of lead exposure. If you feel our finding is inaccurate, or if you have any questions, please contact us at 803-432-8235 or via email at [customerservice@cassattwater.com](mailto:customerservice@cassattwater.com).

### ***What is Cassatt Water doing to try to identify what my service line is made of?***

Cassatt Water will continue our inventory work until all service lines are identified. Because our water treatment is confirmed to be working properly throughout our system, Cassatt Water is not replacing unknown lines as we work to identify them.

To help with the inventory process, if you know the material of the service (lead, galvanized, or non-lead service line (plastic, PEX, copper, etc.)) line between the meter and your house, please call Customer Service at 803-432-8235 or via email at [customerservice@cassattwater.com](mailto:customerservice@cassattwater.com) so we can update our records.

If you suspect you have a lead line, you can call Customer Service to set up an appointment with Cassatt Water staff. To help you reduce your potential exposure to lead, Cassatt Water is providing the following list of steps you can take to reduce lead in drinking water.

### ***How do I reduce my potential exposure to lead?***

- ***Run the cold water to flush out lead.*** If water has not been used for several hours, run the cold-water faucet for 5 minutes to flush lead from interior plumbing or until it becomes cold or reaches a steady temperature before using for drinking or cooking.
- ***Use cold water for drinking, cooking, and preparing baby formula.***
  - **Do not** cook with or drink water from the hot water tap; lead dissolves more easily into hot water.
  - **Do not** use water from the hot water tap to make baby formula.
- ***Do not boil water to remove lead.*** Boiling water will not reduce lead.
- ***Seek alternative water sources or treatment.*** You may want to consider purchasing bottled water or a water filter.
  - If you use a filter, make sure it is certified to remove lead. Read the directions to learn how to properly install and use your cartridge and when to replace it.
    - Using the cartridge after it has expired can make it less effective at removing lead.
    - Do not run hot water through the filter.
  - Contact NSF International at 800-NSF-8010 or [www.nsf.org](http://www.nsf.org) for information on performance standards for water filters.
- ***Clean your faucet aerators.*** Regularly clean your faucet's screen (also referred to as an aerator). Sediment, debris, and metals, including lead particles, can collect in the aerator. If lead particles are caught in the aerator, lead can get into your water.
  - These screens should be removed and cleaned regularly.
  - After removing the aerator, it is recommended you flush the cold-water line for 5 minutes.
- ***Test your water for lead.*** The only way to determine the level of lead in drinking water at your home/building is to have the water tested. If you would like your water tested, contact us at (803) 432-8235.
- ***Test your child's lead level.*** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

***Where can I get more information?***

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is also available from the Safe Drinking Water Hotline (1-800-426-4791) or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

Providing safe, reliable drinking water to our consumers and the community is our top priority. Should you require any additional information or assistance, please feel free to reach out to us at 803-432-8235 or via email at [customerservice@cassattwater.com](mailto:customerservice@cassattwater.com).