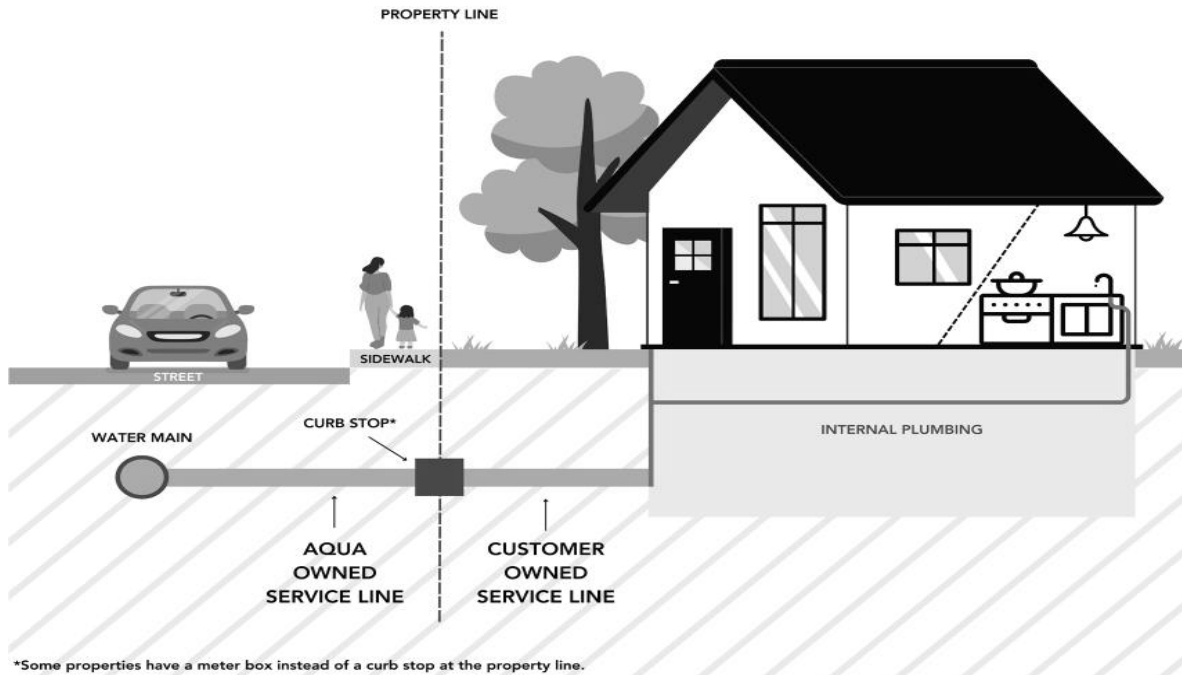


Dear Consumer:

Aqua Ohio is the public water system (PWS) responsible for providing drinking water to this location. You are receiving this notification because records indicate this home or building has a galvanized requiring replacement (GRR) service line. A service line is a pipe that connects the water main to the building.



What Does This Mean?

Under the authority of the Safe Drinking Water Act, the US Environmental Protection Agency (EPA) requires us to notify water consumers who are served by a GRR service line. A GRR service line is where a galvanized service line is or was, at any time, downstream of a lead service line or is currently downstream of a “Lead Status Unknown” service line. If the PWS is unable to demonstrate that the galvanized service line was never downstream of a lead service line, it must presume there was an upstream lead service line. Galvanized service lines can capture lead released from upstream lead service lines. Over time, the particles can enter your drinking water, causing elevated lead levels.

Currently, **no action is required of you**. Aqua is in the process of gathering service line material inventory and is required to replace these lines over the next few years. We are developing detailed plans to meet these objectives.

We will notify you when we are working in your area to verify your service line material and/or schedule your service line replacement at no direct cost to you. Note that if you proceed with replacement of your service line, you are required to contact us so that we may coordinate the replacement of the company-owned service line. This effort will minimize the risk of lead being released into your water.

Please note that since the early 1990’s, Aqua has routinely sampled your drinking water for lead. Test results continue to be compliant with State and Federal requirements.



Health Effects of Lead

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, and kidney or nervous system problems.

Steps to Reduce Lead in Your Drinking Water

Lead is more likely to accumulate when water is in contact with a lead source for longer periods of time. There are steps you can take to minimize exposure to lead in drinking water:

- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Regularly clean your faucet aerators.** Over time, particles containing lead can build up on the inside of aerator screens. Cleaning aerators regularly will help eliminate this source of lead.
- **Flush your tap if it has been unused for 6 or more hours.** Lead levels increase over time as water sits in lead-containing plumbing materials. Regular water usage in your home or building can reduce lead levels in drinking water.
- **Use cold water for cooking, drinking, and preparing baby formula.** Do not cook with, drink, or make baby formula from your hot water tap. Lead dissolves more easily in hot water.
- **Use an ANSI certified lead filter.** Filters certified to the ANSI/NSF 53 standard for lead removal can be effective at reducing lead levels in water.
- **Replace lead containing plumbing fixtures.** Many old faucets, valves, and other plumbing fixtures may contain lead. Identify if your building's plumbing fixtures contain lead and replace them when appropriate.

Information about our lead and galvanized service line replacement program can be found at www.aquawater.com/lead. If you have other questions, please call our dedicated service line material call center hub at 1-866-SLM-AQUA (1-866-756-2782).

Sincerely,

Aqua Ohio, Inc.

Please share this information with all the other people in this home or building, 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.