

**SILVER SPRINGS WATER DISTRICT
2021 SILVER SPRINGS ROAD
NEESES, SC 29107**

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 SSWD'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 a “service line inventory?”

In 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCRR) requiring all water utilities across the country to create 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. You can view the service line inventory for SSWD at [\[LINK TO INVENTORY OR PHYSICAL LOCATION OF INVENTORY\]](#). 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.

Should I be concerned about SSWD 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. SSWD's treatment process 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. The enclosed letter and this FAQ serve to notify you of this risk, inform you of steps being taken by SSWD's, 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 regarding this letter, please contact us at (803) 247-5778 or via email at silverspringswaterdistrict@gmail.com.

What is SSWD doing to try to identify what my service line is made of?

We will continue our inventory work until all service lines are identified. If you suspect you have a lead line, you can reach out to SSWD staff by calling (803) 247-5778 or by emailing silverspringswaterdistrict@gmail.com. To help you reduce your potential exposure to lead, below are 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 potential lead.*** If water has not been used for several hours, run the cold-water faucet for 5 minutes to flush the 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 for information on performance standards for water filters.
- ***Clean your faucet aerators.*** Regularly clean your faucet's screen (also referred to as an aerator). Sediments, 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 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.

Providing safe, reliable drinking water for 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) 247-5578 or silverspringswaterdistrict@gmail.com.