



LEAD REDUCTION PROGRAM

EARLY CHILDHOOD DEVELOPMENT SERVICE PROVIDERS FREQUENTLY ASKED QUESTIONS

Why am I receiving a water pitcher and filter from Denver Water?

Your home or business may be one of the estimated 64,000-84,000 properties in Denver Water's service area that has a lead water service line — the pipe that brings water from the water main in the street to the plumbing in your home. Because you may have a lead service line at your home or business, you are part of Denver Water's Lead Reduction Program. The program will replace customer-owned lead service lines with copper service lines at no direct charge to you. Replacing all the lead service lines in our service area will take 15 years to complete. In addition, a free water pitcher and filters are being provided to all customers who may have a lead service line to use up to six months after their service line is replaced. You should have received a packet of materials from Denver Water outlining the Lead Reduction Program. If you haven't received this packet, please contact Denver Water's Customer Care at 303-893-2444.

What is Denver Water doing to protect infants and children?

Denver Water is partnering with community organizations to educate parents, caregivers and child care providers about its Lead Reduction Program to replace customer-owned lead water services lines, permanently removing the primary source of lead in drinking water from our community.

Schools, day care centers and child care facilities have been prioritized to have their water service lines inspected and, if found to contain lead, replaced with copper pipes at no direct charge. In addition, all customers are receiving free water pitchers and replacement filters that are certified to remove lead until their line is replaced, and for six months beyond.

Denver Water is also increasing the pH level of its water to provide additional protection for all customers against the risk of lead getting into drinking water. You can find more information on the pH adjustment below or at denverwater.org/pH.

What should parents know about the Lead Reduction Program?

The water Denver Water provides to homes and businesses is lead-free, but lead can get into the water as it moves through customer-owned water service lines and plumbing that contain lead.

Denver Water is notifying schools, day care centers and child care facilities with known or suspected lead service lines that they have been enrolled in the Lead Reduction Program. These groups will be prioritized to have their lead water service lines replaced with copper pipes.

Residents in homes that are included in the Lead Reduction Program also have been notified. Families at these homes should use their free water pitcher and filter for drinking, cooking and preparing infant formula. If a parent is unsure if their home is part of the program, they can go to denverwater.org/Lead and look up their address on Denver Water's inventory map.

The Lead Reduction Program was approved by the Environmental Protection Agency and Colorado Department



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of Public Health and Environment in December 2019 and launched in 2020. Parents, caregivers and child care providers can call Denver Water Customer Care for more information at 303-893-2444, visit denverwater.org/Lead or email Lead@denverwater.org.

I have children in my care. What should I do?

If you are enrolled in the Lead Reduction Program, use your free water pitcher and replacement filters before you serve water for drinking, cooking and making infant formula until your lead water service line has been replaced, and for six months beyond.

If the water has not been used in your place of business for a few hours, such as first thing in the morning, then run cold water from a primary faucet (kitchen/bathroom) for five minutes before filtering your water.

If you have not received your free water pitcher and filter or you need more information about the Lead Reduction Program, contact Denver Water Customer Care at 303-893-2444.

Should I be concerned about the health of my staff and the children in my care?

Having a lead service line doesn't necessarily mean you have elevated levels of lead in your water. But a lead water service line can contribute to higher levels of lead exposure, which can cause serious health problems if too much enters your body – whether from drinking water or other sources. The proper use of water filters, flushing your water and the additional protection provided by the increased pH level of the water minimize the risk of lead getting into drinking water.

If you are concerned about the health of staff and children in your care, please ask them to contact their physician or go to the Colorado Department of Health and Environment's website to learn more about other sources of lead at www.colorado.gov/cdphe/lead-what-are-common-sources.

Will the increased pH level in the water impact the health of my staff and the children in my care?

In March 2020, Denver Water began to increase the pH level of its water to reach a target of 8.8. Officials at the Colorado Department of Health and Environment say there are no health concerns about drinking water with a pH level of 8.8. This change will not affect the taste or odor of the water.

Denver Water has been adjusting the pH of water since the mid-1990s. This process strengthens an existing protective coating on the interior of the pipe, which reduces the likelihood of lead getting into the water as it passes through customer-owned water service lines, household plumbing and faucets that contain lead. Having a pH target of 8.8 for the water Denver Water delivers protects all customers from the risk of lead getting into drinking water from these sources.



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How long will I need to use the water pitcher and filter?

Please use the pitcher and filter and maintain it according to the manufacturer's instructions until we replace your lead service line, if necessary, and for six months after replacement. Denver Water expects it will take 15 years to replace the estimated 64,000 – 84,000 lead service lines owned by its customers.

Denver Water will work through our service area, replacing service lines on a neighborhood-by-neighborhood basis, prioritizing those who are most vulnerable and at risk from lead exposure, particularly infants and children. Once we have identified your property for a lead service line replacement, we will send you additional information on our replacement process and next steps.

When do I need to use the water pitcher?

Filtered water should be used for drinking (including making tea and coffee), cooking meals where water is a base ingredient or absorbed into the food (such as rice, beans and soup) and preparing infant formula. It is fine to use non-filtered water for all other uses (such as showering, bathing, laundry, irrigation, dish washing, etc.).

Is my water safe to use for a shower or bath?

Yes. Bathing and showering are safe for you and your children. Human skin does not absorb lead in water at levels that cause a health concern.

Is my water safe for pets?

Changes in pet behavior as a result of drinking lead-contaminated water are not likely to be noticeable. In general, pets are more likely to obtain lead as a result of eating an object containing much higher lead levels (such as lead paint chips, improperly glazed ceramic food or water bowl).

What other steps can I take to reduce the risk of lead exposure?

In addition to using your pitcher and filter, Denver Water recommends that if water has not been used in the home for a few hours, such as first thing in the morning or after coming home from work, then run cold water from the kitchen or any bathroom faucet for five minutes (you can capture the water and reuse it for gardening, washing your car, etc.).

You can also run the dishwasher, take a shower, or do a load of laundry to help flush out water in your internal plumbing before drinking, cooking or preparing infant formula.

For more information on other sources of lead in your home, please visit www.colorado.gov/cdphe/lead-what-are-common-sources



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When will I receive replacement filters for the water pitcher?

Your pitcher needs a replacement filter every six months to maintain effectiveness. We will regularly mail you free replacement filters to use up to six months after your service line is replaced.

I need more than one water pitcher and filter. How can Denver Water assist me?

Call Denver Water Customer Care at 303-893-2444 to discuss the specific filtering needs of your staff and children in your care. We will work with you to determine what additional support you may require until your lead service line is replaced, and for six months beyond. Please note that at this time we are only able to provide water pitcher filters. If you are looking into purchasing a different type of filter for your facility, make sure the filter is certified to remove lead to NSF Standard 53.