

FILTER PROGRAM

FREQUENTLY ASKED QUESTIONS

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

Your home 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, 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.

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

Please use the water 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.

When do I need to use the water pitcher and filter?

Filtered water should be used for drinking (including making tea and coffee), cooking food 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, dishwashing, 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).

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

In addition to using your water 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 when 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 house, please visit www.colorado.gov/cdphe/lead-what-are-common-sources.

For more information on the Lead Reduction Program and its filter program, call Denver Water's Customer Care at 303-893-2444, email us at lead@denverwater.org, or go to denverwater.org/Lead.