



LEAD REDUCTION PROGRAM

# OVERVIEW







## WHAT YOU NEED TO KNOW ABOUT YOUR WATER:

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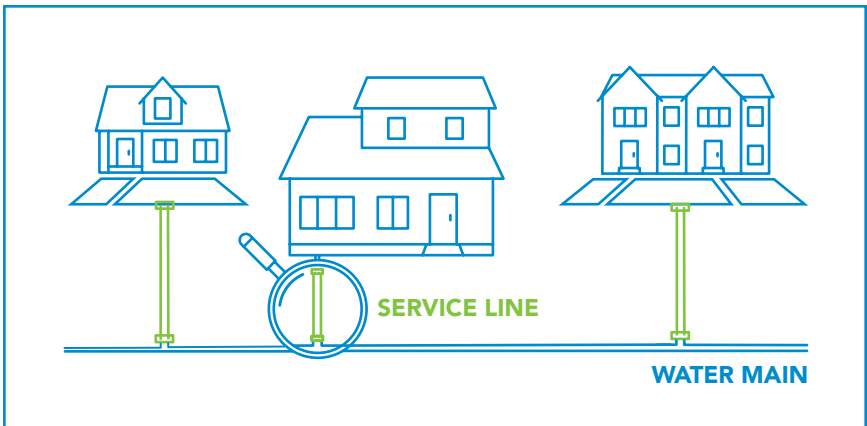
Denver Water is committed to delivering safe water to our customers. The water we provide to homes and businesses is lead-free, but lead can get into the water as it moves through customer-owned water service lines and plumbing that contain lead.

## HAVING A WATER SERVICE LINE THAT CONTAINS LEAD DOESN'T NECESSARILY MEAN YOU HAVE ELEVATED LEVELS OF LEAD IN YOUR WATER.

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But lead in a 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.

### WHERE IS MY SERVICE LINE?





## WHAT EXACTLY IS DENVER WATER'S LEAD REDUCTION PROGRAM?

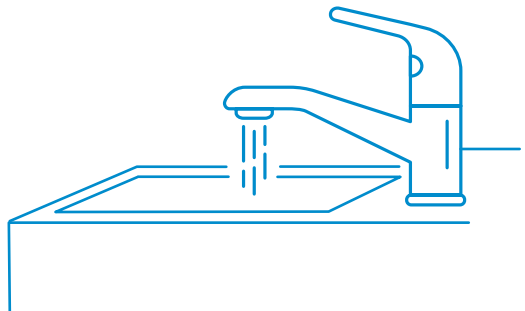
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The Lead Reduction Program is a holistic approach that protects current and future generations and permanently removes customer-owned lead water service lines from our community. The program was approved in December 2019 by the Environmental Protection Agency and Colorado Department of Public Health and Environment.

### The program has five main components:

1. Increasing the pH level of the water to reduce the risk of lead and other metals getting into drinking water from lead service lines or household plumbing.
2. Developing and maintaining a publicly accessible inventory of all customer-owned lead service lines in Denver Water's service area, available at [denverwater.org/Lead](https://denverwater.org/Lead).
3. Replacing all lead service lines in our service area with copper lines over the next 15 years, at no direct charge to the customer. Beginning in 2020, it will take 15 years to replace all the lead service lines in our service area and work will continue through 2035.
4. Providing free water pitcher, filter and replacement filters, certified to remove lead to all customers suspected of having a lead service line until their line is replaced, and for six months after.
5. Ongoing communication, outreach and education.



# ENSURING THE HEALTH OF YOUR FAMILY

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## What do I need to do?

To provide protection for you and your family, you should filter the water used for household consumption until we can confirm if you have a lead service line. If you do, continue to use the pitcher and filter until six months after the lead service line is replaced. Remember boiling water does not remove lead.

**Denver Water will send you a free water pitcher and filter in the next few weeks.** Also, we will regularly send replacement filters.

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



Use it to filter water for drinking (including making tea, coffee and other beverages), cooking (particularly when making foods like rice, beans and soup) and preparing infant formula.

Which brings us to the next thing you should do.

## Is there anything else I can do?

Yes! In addition to using your water pitcher and filter, we recommend that if your water has not been used for several hours—such as first thing in the morning or after coming home from work—then run a faucet for five minutes before using it for drinking, cooking and making infant formula. You can also run the dishwasher, take a shower, or do a load of laundry to help flush out water in your internal plumbing. Use cold water for drinking, cooking and preparing infant formula.

For more information on other sources of lead in your house, please visit [colorado.gov/cdphe/lead-what-are-common-sources](https://colorado.gov/cdphe/lead-what-are-common-sources).



# MORE TO KNOW ABOUT LEAD SERVICE LINE REPLACEMENT

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## What is the timing for lead service line replacement?

Phew, that's a good question. It's a big job, but worth it to ensure you have the best water quality possible.

Denver Water estimates there are 64,000-84,000 properties that may have lead service lines. Beginning in 2020, replacing all the water service lines containing lead in our service area will take 15 years to complete. We 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 service line replacement, we will send you additional information on our replacement process and next steps.

## I am not the homeowner. What should I do?

If you are not the homeowner, please contact Denver Water Customer Care with the name and contact information for your landlord or property owner at 303-893-2444. Denver Water will need consent from the property owner to replace the lead service line.

## CONTACT US

If you have any questions, please contact **Denver Water Customer Care** at **303-893-2444** from 7:30 a.m. to 5:30 p.m., Monday through Friday, or email us at [lead@denverwater.org](mailto:lead@denverwater.org).

For more information on the Lead Reduction Program, including a sign-up option for email updates, visit our website at [denverwater.org/Lead](https://denverwater.org/Lead).