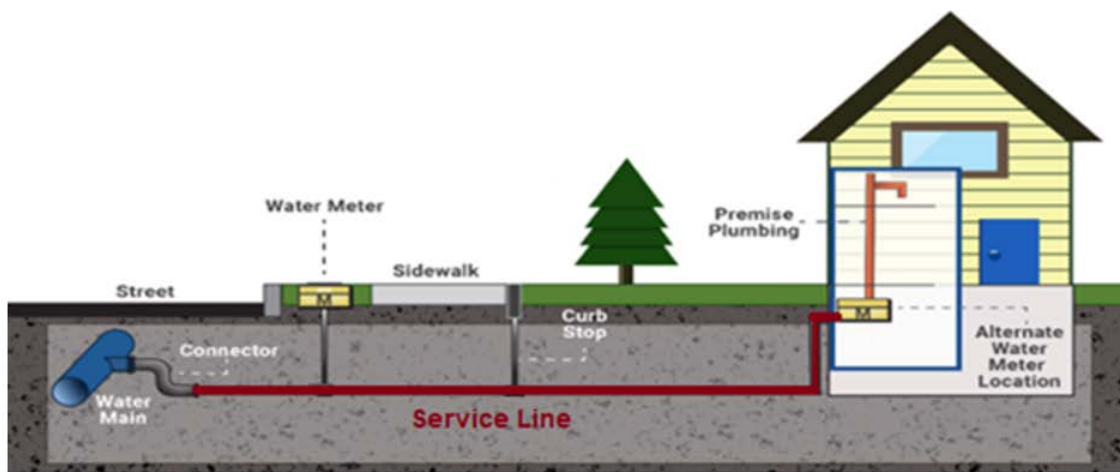


IMPORTANT INFORMATION: YOUR DRINKING WATER SERVICE LINE LEAD STATUS IS UNKNOWN

The City of Olean Water Division has not yet identified what your service line is made of. All or a part of your service line may be made of lead.

What is a Lead Status Unknown Service Line?

A service line is the pipe connecting the water main to the building inlet. A typical configuration of a service line is shown here. The City of Olean Water Division is responsible for the service line from the main up to and including the curb stop. You, as the customer, are responsible for the service line from the curb stop into the building. When any section of the service line material is unknown, we need to categorize it as a lead status unknown service line.



Example of a Service Line If a system doesn't know a material for the entire length of the service line, it is the lead status unknown service line.

What Does It Mean?

We don't know what your service line or portion of it is made of. Until we can confirm that the entire length of your service line is not made of lead, we will continue to provide information about lead in drinking water once a year, so you can take precautionary measures to minimize your potential exposure to lead in drinking water.

Source of Lead in Drinking Water

Lead enters drinking water from a lead service line and indoor plumbing materials such as lead solder on copper pipes and chrome-plated brass or brass fixtures and faucets.

Health Effects of Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Steps You Can Take to Reduce Your Exposure to Lead in Drinking Water

- **Use your filter properly.** Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, 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. For more information on facts and advice on home water filtration systems, visit EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/home-drinking-water-filtration-fact-sheet> and EPA's Consumer Tool for Identifying Drinking Water Filters Certified to Reduce Lead https://www.epa.gov/sites/default/files/2018-12/documents/consumer_tool_for_identifying_drinking_water_filters_certified_to_reduce_lead.pdf
 - **Clean your aerator.** Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.
 - **Use cold water.** Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.
 - **Run your water.** The more time water has been sitting in your home's pipes, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. Residents may contact us at [716-376-5699](tel:716-376-5699) or water@cityofolean.org for recommendations about flushing times in the community.
 - **Learn what your service line material is.** Contact us at [716-376-5699](tel:716-376-5699) or water@cityofolean.org or a licensed plumber to determine if the pipe that connects your home to the water main (called a service line) is made from lead, galvanized, or other materials. To find out about what we are doing to replace lead service lines, please visit www.cityofolean.org or contact us at [716-376-5699](tel:716-376-5699) or water@cityofolean.org.
- Protect Your Tap: A quick check for lead** <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead-0> is EPA's on-line step by step guide to learn how to find lead pipes in your home.
- **Learn about construction in your neighborhood.** Contact us at [716-376-5699](tel:716-376-5699) or water@cityofolean.org to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line if present.
 - **Have your water tested.** Contact us at [716-376-5699](tel:716-376-5699) or water@cityofolean.org to have your water tested and to learn more about the lead levels in your drinking water.

Get Your Child Tested to Determine Lead Levels in their Blood

Although there is no confirmation of having a lead service line, you may wish to speak with a healthcare provider to see if your child's blood lead level is elevated and/or if there is a need for blood testing, if you are concerned about potential exposure. For more information on these actions, please visit <https://www.cdc.gov/nceh/lead/advisory/acclpp/actions-blls.htm>.

Opportunities to Verify Your Service Line Material

The last page of this document guides you on how to identify your water service. You need to check between the water meter and where your water line enters your house. **TAKE A PICTURE** of the line, either scratched, showing the material, or with a magnet attached and submit it following the directions on the page. Merely telling us what the line is will not satisfy the EPA or NYS DOH.

We are also responsible for maintaining an inventory of all service lines, so keep us updated if your service line changes.

If you have any questions about your service line, call us at 716-376-5699 or water@cityofolean.org. For more information on lead in drinking water, contact the local health department at the Cattaraugus County Building in Olean; 716-701-3599 and ask for Environmental Health.

This notice is brought to you by the **City of Olean Water Division**

State Water System ID# **NY0300345**

Date: **October 21, 2024**

CITY OF OLEAN DEPARTMENT OF PUBLIC WORKS - WATER DIVISION

We are asking for your help in determining what material your service line is made of – lead, copper, or galvanized iron. You will need to go to where your water meter is located and look at the water line that enters the building through the floor or wall. Find a section of the line you can access and follow the procedures below to determine what it is made of. You can also visit the City’s website for a video explaining this at: www.cityofolean.org/dpw-water and select the link to a video “How to Find Out if You Have a Lead Water Service Line”

IMPORTANT: Take a picture of the line after scratching it and send it along with your name and the address of the water line to: water@cityofolean.org or print it out and drop it off at the public works office in the City Municipal Building. We need a picture of the line near the water meter to accept it.

This process will help us inventory what is out in the system and attempt to get funding to help us and customers pay for at least some of the service line replacement costs.



LEAD – Soft, will be shiny when scratched. Magnet will NOT stick to it.



Galvanized Iron – dull steel color; magnet

Copper – Will look like a copper penny. Magnet will NOT stick to it.



Photos from Madison Water Utility, City of Madison, WI. Web 11/28/2022