



Service Line Inventory FAQs

What is a water service line?

A service line is an underground pipe that carries water from Iredell Water'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.

Why is Iredell Water conducting an inventory of its water service lines now?

Iredell Water has consistently met all the evolving regulatory standards on water quality and provided you with high-quality water and services. It is important to note the water that enters your water mains to homes or businesses has no lead in it, and since our founding, we have not allowed the use of lead service lines in Iredell Water's system.

In early 2021, the U.S. Environmental Protection Agency (EPA) revised the Lead & Copper Rule (LCR), a series of regulations and drinking water standards aimed at protecting public health by reducing potential exposure to lead through drinking water.

One of its major changes was the addition of a requirement that all water utilities across the country must 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.

The inventory work for Iredell Water's system, as well as our customers' properties, must be completed and made available to the public by October 2024. For more information about the EPA's Lead and Copper Rule, visit www.epa.gov/ground-water-and-drinking-water/revise-lead-and-copper-rule.

Should I be concerned about lead being found in my water service line?

Lead is not found in the drinking water leaving our treatment facilities and is not in our system. However, it can rarely leach into the water from private lead lines and connections or from household plumbing materials with lead often found in homes built before March 1987. If you are found to have a lead service line on your property, Iredell Water will assist you with testing to confirm you are not being exposed to lead.

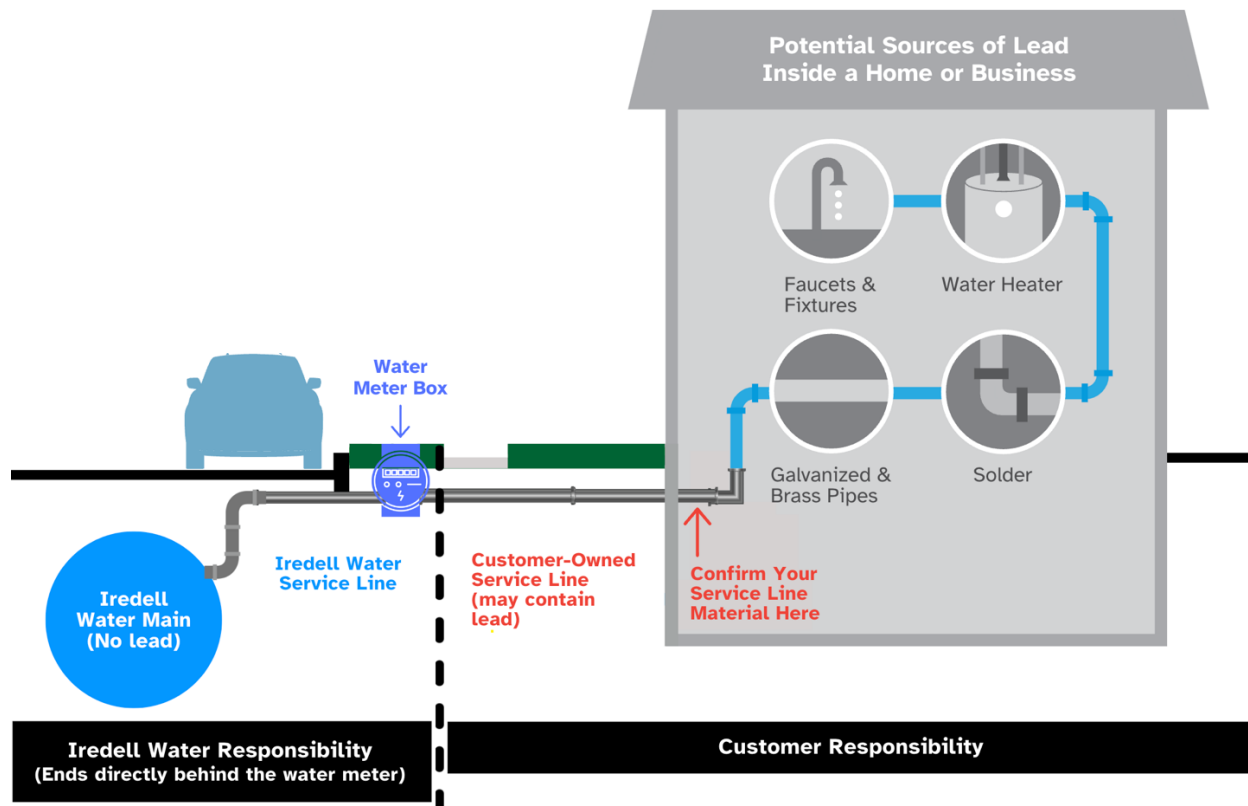
How is Iredell Water confirming it does not have service lines?

How is Iredell Water helping to find lead service lines on private properties?

First, we want to assure you that your water service will be unaffected. Iredell Water is reviewing our records and conducting other investigatory efforts to ensure we do not have any lead infrastructure within the system we maintain.

The EPA's revised Lead and Copper Rule includes – for the first time – a requirement to conduct an inventory of lead lines and connections in customer homes where the plumbing is not Iredell Water's responsibility.

Iredell Water is responsible for our water main, the connections between our water main and our water meter, and the water meter. Our customers are responsible for the service line from the water meter to their home or business's plumbing, as well as their private plumbing. (See graphic.)



This is why we need your help to look for lead within your home or business. Because this work must take place on private property, we cannot access it without your permission. We need to partner with you to find out if lead exists on your property.

We want to respectfully ask for your assistance. To help you help us, we have designed a simple survey to help you find your service line, determine what it is made of, and send us your results so we can determine future actions, if they are necessary. You will also have the option of inviting us into your home or business to check your lines and connections for lead.

To take part in the survey, follow the QR code or links on our website to visit our Lead-Safe Community webpage.

Will Iredell Water replace the lead service lines they find in their system or on my property?

The EPA created the service line inventory part of the Lead and Copper Rule to have water providers and their customers find all lead service lines and connections within our system or on our customers' properties. After the inventory work is finished, the water providers will develop the proper plans to replace the lead lines.

If a service line and connection Iredell Water uses to take water from our mains to your property is made of lead, it is Iredell Water's responsibility to replace it, and we will do so as part of a future line replacement program.

Lead lines or connections found on the customer's side of the meter are the responsibility of the property owner to replace. If you decide you don't want to replace your lead service line or connection, we will help you monitor for lead in your tap water, show you how to reduce your likelihood for exposure, and evaluate potential pathways toward a long-term solution.