Dear Constituent,

I wanted to chat with you about something that's been on my mind lately—a critical issue that affects all of us—lead service lines in our homes. I know this might not be the most exciting topic, but bear with me because it's essential, and together we can make a real difference in our community! (Insert Personal Reasons for Sending Letter)

As you may already know, the water provided to our homes by West Virginia American Water meets drinking water standards, including those for lead. But what you may not know is that the most common source of lead in tap water is a home’s own plumbing and service lines, which could be made of lead. Here's the good news: West Virginia American Water is committed to replacing lead and galvanized service lines that follow lead piping over the course of the next several years at no direct cost to the property owner.

So, here's where I need your help. Customer-owned water service lines have historically not been tracked by water utilities, so completing an inventory of the material of these lines is a necessary step to replacing the ones that are lead or galvanized steel requiring replacement.

As part of its Lead Service Line Replacement Program, West Virginia American Water developed easily accessible resources, including an online map indicating the material of the company-owned and customer-owned service line material, if known, to help with this process. Using the map, you can search for your address. If the customer-owned service line material is labeled unknown or if it’s identified incorrectly, you can update the information.

West Virginia American Water’s website offers step-by-step instructions and a video to walk you through how to check your home’s service line. Then you can fill out the short survey, attach a photo, and submit your findings to them. If your service line is confirmed to be lead or galvanized steel following lead piping, they’ll notify you when they are working on water main replacements in your area. (Just know it may not be for a while… they’re replacing lead service lines across their service area over the course of the next several years.)

Helping West Virginia American Water to identify these lines will enable them to more quickly and efficiently replace lead and galvanized service lines when they’re in our community.

I encourage you to share this message with your friends, family, and fellow community members. Use your social media platforms, community newsletters, and any other channels you have at your disposal. Let's make sure no one is left in the dark about this opportunity.

It is also important to note that if your water service line is lead or galvanized steel, your water is still safe to drink. The water provided to you by West Virginia American Water continues to meet state and federal water quality standards, including those set for lead.

Thank you for your commitment. Together, we can help get the lead out. To learn more about West Virginia American Water’s Lead Service Line Replacement Program, and lead and drinking water, please visit [www.westvirginiaamwater.com/leadfacts](http://www.westvirginiaamwater.com/leadfacts).