

ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

October 29, 2024

Dear Valued Customer,

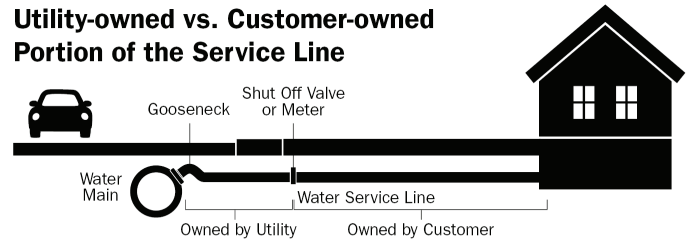
At West Virginia American Water, providing safe, reliable water service is our top priority, and we're reaching out to you because our records indicate a portion or all of the water service line serving the property listed below is made of lead, galvanized steel, or your service line material is "unknown."

West Virginia American Water tests for lead in accordance with regulatory requirements. The results of these tests indicate the water meets drinking water standards related to lead. In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water by monitoring our treatment processes and adding a corrosion inhibitor where needed. In some cases, however lead levels might be detected at some properties due to corrosion of:

- Lead service line serving older homes and buildings
- Lead solder in household plumbing installed before state adoption of the Environmental Protection Agency (EPA) lead ban in June 1988
- Some faucets manufactured prior to 2014

To help reduce our customers' potential exposure to lead, we are committed to replacing lead service lines, and in some cases galvanized service lines, over the course of the next several years. The service line is the pipe that connects a home or business to the water main in the street. A portion of the service line serving your property is owned by West Virginia American Water; the other portion is owned by the property owner.

**Utility-owned vs. Customer-owned
Portion of the Service Line**



Please note: This diagram is a generic representation. Variations may apply.

ABOUT YOUR SERVICE LINE

Attention landlords and property owners: If you are the account holder, but do not reside at the below address, please share this information with those receiving water service at this location.

- **Premise#:** 9999999999 **Service Type:** Domestic Water
- **Property:** 123 Your Street, Charleston, WV
- **West Virginia American Water Service Line Material:** LEAD STATUS UNKNOWN
- **Customer Owned Service Line Material:** LEAD STATUS UNKNOWN
- **Water System ID#:** WV3302016
- **Water System Name:** Kanawha Valley Water System

If your service line is:

- **Lead:** West Virginia American Water has a lead service line replacement program that will replace the company- and customer-owned service lines at no direct cost to you. Information on this program is available at westvirginiaamwater.com/Leadfacts. If you are planning to replace your customer-owned lead service line, contact us at leadfreeWV@amwater.com prior to replacement so that we can coordinate our efforts.
- **Galvanized Requiring Replacement:** This indicates that the service line is or was potentially at one time connected to a lead service line. West Virginia American Water will work with you to determine if your galvanized line qualifies for our replacement program. Learn more at westvirginiaamwater.com/Leadfacts.
- **Lead Status Unknown:** Due to age or lack of records, the service line material is unknown but may be lead. Please visit westvirginiaamwater.com/Leadfacts for instructions on how to determine and self-report the customer-owned service line material entering your household/building.

HEALTH EFFECTS OF LEAD

According to the U.S. Environmental Protection Agency, 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.



Scan to learn more about lead and drinking water

LEARN MORE ABOUT LEAD AND DRINKING WATER

Additional information about our lead service line replacement program can be found at westvirginiaamwater.com/Leadfacts, including answers to frequently asked questions and an interactive map of the company's service line inventory.

Still have questions? Contact us at leadfreeWV@amwater.com.



IMPORTANT INFORMATION About Your Service Line Material

Current Resident
123 Your Street
Charleston, WV 25362

1600 Pennsylvania Avenue
Charleston, WV 25302

STEPS YOU CAN TAKE TO REDUCE YOUR POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Replace any lead service lines.** If you have a lead service line, replace it.
- 2. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 3. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- 4. Routinely remove and clean all faucet aerators.**
- 5. Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- 6. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 7. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the aerator from each faucet and run the water for 3 to 5 minutes.

ENGLISH

This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand or speak with someone who understands it before you make any decisions that may be required under this notice.

SPANISH/ESPAÑOL

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Le recomendamos que traduzca este aviso en su totalidad a un idioma que comprenda o consulte a alguien que comprenda el contenido de este aviso antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

TRADITIONAL CHINESE/繁體中文

本公告包含有關您的供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本公告全文翻譯成您能理解的語言或與能理解該語言的人士討論，然後再根據本公告做出任何可能要求的決定。

TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)

呢個通知包含有關您供水服務重要資訊，並可能會影響您嘅權利。我哋鼓勵您嘍做出任何決定之前，請將呢個通知完整翻譯成您能理解嘅語言或係您做出呢個通知可能要求嘅任何決定之前同理解嘅人交談。

SIMPLIFIED CHINESE/简体中文

本通知包含有关供水服务的重要信息，可能会影响您的权利。我们建议您在根据本通知做出任何所需的决定之前，将本通知全文翻译成您能理解的语言，或聘请能理解本通知的人士帮您了解内容。

CROATIAN/HRVATSKI

Ova obavijest sadrži važne informacije vezane uz opskrbu vodom i može utjecati na vaša prava. Savjetujemo vam da prije donošenja bilo kakve odluke koja može biti zatražena na temelju ove obavijesti, date prevesti cjelokupnu obavijest na jezik koji razumijete ili da se posavjetujete s nekim tko je razumije.

GERMAN/DEUTSCH

Diese Mitteilung enthält wichtige Informationen über Ihre Wasserversorgung und kann Ihre Rechte betreffen. Wir empfehlen Ihnen, diese Mitteilung vollständig in eine Sprache zu übersetzen zu lassen, die Sie verstehen, oder mit jemandem zu sprechen, der sie versteht, bevor Sie Entscheidungen treffen, die aufgrund dieser Mitteilung erforderlich sein könnten.

GUJARATI/ગુજરાતી

આ સૂચનામાં આપની પાણીની સેવા વિશે મહત્વપૂર્ણ માહિતી સમાવિષ્ટ છે અને તે આપના અધિકારોને અસર કરી શકે છે. અમે ભલામણ કરીએ છીએ કે આપ આ નોટિસ સંપૂર્ણ રીતે આપ સમજી શકો તે ભાષામાં અનુવાદિત કરો અથવા આ સૂચના ડેલ્ટા જરૂરી હોય તેવા કોઈપણ નિર્ણયો લેતા પહેલા તેને સમજતા હોય તેવી કોઈ વ્યક્તિ સાથે વાત કરો.

HINDI/हिन्दी

इस नोटिस में आपकी जल सेवा के बारे में महत्वपूर्ण जानकारी है और यह आपके अधिकारों को प्रभावित कर सकती है। हम सलाह देते हैं कि आप इस नोटिस के रहत आवश्यक कोई भी निर्णय लेने से पहले इस नोटिस का पूरी तरह से उस भाषा में अनुवाद करें जिसे आप समझते हैं या किसी ऐसे व्यक्ति से बात करते हैं जो इसे समझता है।

ITALIAN/ITALIANO

Questo avviso contiene informazioni importanti sul servizio idrico e può influire sui Suoi diritti. Le consigliamo di tradurre questo avviso nella sua interezza in una lingua a Lei comprensibile o di parlarne con qualcuno che lo comprenda prima di prendere qualsiasi decisione richiesta ai sensi del presente avviso.

KOREAN/한국어

이 통지에는 수도 서비스에 대한 중요한 정보가 포함되어 있으며 귀하의 권리에 영향을 미칠 수 있습니다. 본 통지에 따라 요구될 수 있는 결정을 내리기 전에 이 통지 전체를 귀하가 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다.

POLISH/POLSKI

Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczenie niniejszego powiadomienia w całości na zrozumiały język lub porozmawianie z kimś, kto je rozumie, przed podjęciem jakichkolwiek decyzji, które mogą być wymagane zgodnie z niniejszym powiadomieniem.

PORTUGUESE/PORTUGUÊS

Este aviso contém informações importantes sobre seu serviço de água e pode afetar seus direitos. Recomendamos que traduza este aviso na totalidade para um idioma que você consiga entender ou que fale com alguém que entenda o idioma do aviso antes de tomar qualquer decisão que possa ser necessária em virtude deste aviso.

TAGALOG

Ang pabatid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makaapekto sa inyong mga karapatan. Inirerekomenda namin na isaling-wika ninyo ang pabatid na ito sa kanyang kabuuan sa isang wika na naiintindihan ninyo o makipag-usap sa isang tao na nakakaintindi nito bago magsagawa ng anumang desisyon na maaaring iatas ng pabatid na ito.

VIETNAMESE/TIẾNG VIỆT

Thông báo này có chứa những thông tin quan trọng về dịch vụ nước của quý vị và có thể ảnh hưởng đến quyền lợi của quý vị. Chúng tôi khuyến quý vị dịch toàn bộ thông báo này sang một ngôn ngữ mà quý vị hiểu hoặc nói chuyện với một người hiểu thông báo này trước khi quý vị đưa ra bất kỳ quyết định nào mà thông báo này có thể yêu cầu.

العربية/ARABIC

يحتوي هذا الإشعار على معلومات مهمة حول خدمة المياه الخاصة بك وقد يؤثر على حقوقك. نوصيك بترجمة هذا الإشعار بالكامل إلى لغة تفهمها أو التحدث إلى شخص يفهمه قبل اتخاذ أي قرارات قد تكون مطلوبة بموجب هذا الإشعار.

فارسي/FARSI

این اعلامیه حاوی اطلاعات مهمی در مورد خدمات آب شما است و ممکن است بر حقوق شما تأثیر بگذارد. توصیه می‌کنیم قبل از تصمیم‌گیری که ممکن است تحت این اعلان لازم باشد، این اعلامیه را به طور کامل به زبانی که می‌فهمید ترجمه کنید یا با فردی که آن را درک می‌کند صحبت کنید.