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Dear Current Resident,

At Buffalo Water, providing safe, reliable water service is our top priority. Each year, Buffalo Water invests millions of dollars in upgrading our water infrastructure to support our continued provision of safe and reliable water service to you. **We are proud to let you know the water we provide to you meets state and federal water quality standards.**

While Buffalo Water tests for lead in drinking water and works to continue to meet water quality standards, we are committed to identifying and removing lead service lines as an additional precaution to help to reduce your household's potential for lead exposure.

What is Buffalo doing about the Lead Service Lines (LSLs)?

In addition to the corrosion control treatment used to prevent lead service line corrosion, Buffalo Water is actively working to remove LSLs entirely. Here are three programs that Buffalo Water is currently utilizing to help identify homes with LSLs so they can replace them with non-lead service lines:

- Replace Old Lead Lines (ROLL) Program
- 311 Tap Sampling Program
- Water Main Replacements

As of October 2024, Buffalo Water has removed 2,069 lead service lines. Buffalo Water is committed to removing LSLs through its policies and water system upgrade projects.

Please scan the QR code. It will take you directly to the Get Water Wise Buffalo website, where you can learn more about Buffalo's LSL Replacement initiative and view the LSL inventory map.



Sincerely,
Buffalo Water

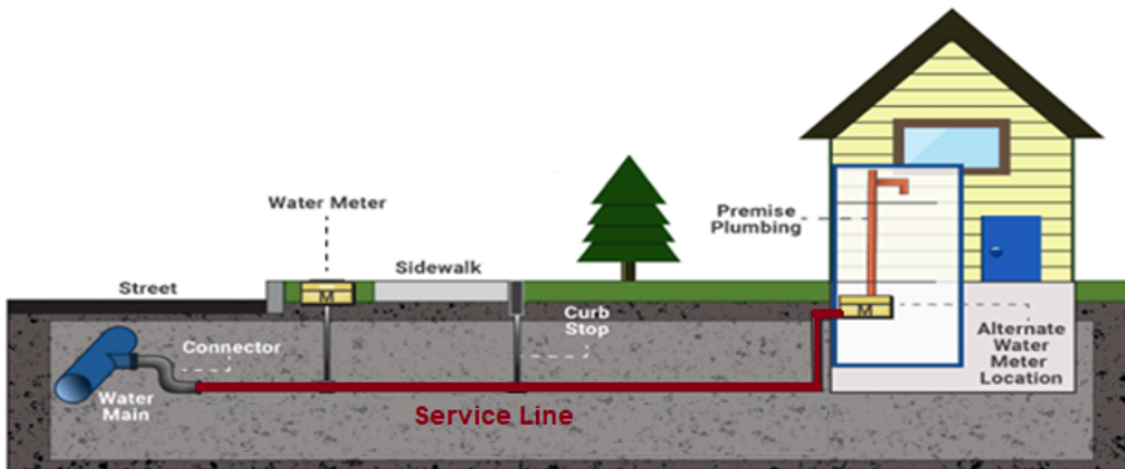
IMPORTANT INFORMATION: YOUR DRINKING WATER SERVICE LINE HAS BEEN IDENTIFIED AS LEAD

Buffalo Water has identified that a part of or the entire length of the service line that delivers drinking water to your house/building is made of lead.

What is a Lead 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 in the figure. Water mains are generally buried under the street or sidewalk. They are owned and maintained by Buffalo Water. Residential service lines connect to the water distribution mains. When any section of the service line is made of lead, it is a lead service line.

They run underground and into the home. Residential service lines are privately owned by the homeowner.



Example of a Service Line. If any section of the service line is made of lead, the service line is classified as a lead service line.

What Does It Mean?

Having a lead service line doesn't necessarily mean your drinking water contains an elevated level of lead. However, a lead service line has been identified as a source of lead and may contribute to lead in drinking water. This can happen when the characteristics of water (for example, low pH) increase the corrosion of lead pipes. Removing the lead service line is a sure way to reduce your chance of 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.

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](#).
- **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. 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. **Flush your pipes before drinking, and only use cold water for consumption. The more time water has been sitting in your home's pipes, the more lead it may contain. Anytime the water in a particular faucet has not been used for six hours or longer, "flush" your cold-water pipes by running the water until it becomes as cold as it will get. This could take as little as five to thirty seconds if there has been recent heavy water use such as showering or toilet flushing. Otherwise, it could take two minutes or longer.**
- **Learn what your service line material is.** Contact us at **716-847-1065 x146** 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 <https://getwaterwisebuffalo.org> or contact us at **716-847-1065**. [Protect Your Tap: A quick check for lead](#) 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 **716-847-1065** 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 **716-847-1065 x133** 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

A family doctor or pediatrician can perform a blood test for lead and provide information about the health effects of lead. State, city, or county departments of health can also provide information about how you can have your child's blood tested for lead. The Centers for Disease Control and Prevention recommends public health actions when the level of lead in a child's blood is 3.5 micrograms per deciliter ($\mu\text{g}/\text{dL}$) or more. For more information and links to CDC's website, please visit <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>.

Opportunities to Replace Your Lead Service Line

In addition to the corrosion control treatment used to prevent lead service line corrosion, Buffalo Water is actively working to remove LSLs entirely. Here are three programs that Buffalo Water is currently utilizing to help identify homes with LSLs so they can replace them with non-lead service lines:

Replace Old Lead Lines (ROLL) Program – If your home has a leaking service line, you can call Buffalo Water at **716-847-1065 x146** to request an inspection. If a representative determines that your service line is lead, Buffalo Water will replace it at NO Charge.

311 Tap Sampling Program – Any homeowner or tenant can call the **Mayor's 311 Call & Resolution Center** and request a free in-home tap sample for lead. If your home has a LSL, and tap sample tests showing elevated lead levels in your water, even after flushing the pipes, Buffalo Water will replace your LSL at no cost.

Water Main replacements – Buffalo Water has a capital improvement program that replaces thousands of feet of water mains each year. These upgrades are designed to improve water flow, water sustainability, and water resiliency in our community. Any LSLs discovered during one of these projects will be replaced at no cost to the homeowners.

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 716-847-1065 or visit our website at <https://buffalowater.org>. For more information on lead in drinking water, contact your local health department at Erie County Dept. of Health - 716-858-7677.

This notice is brought to you by **Buffalo Water Authority**
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