TENNESSEE AMERICAN WATER

WE KEEP LIFE FLOWING®

REPORT YOUR WATER LINE MATERIAL

Tennessee American Water is committed to providing safe, reliable water service. As part of this commitment, we're creating a lead service line inventory to identify the customer- and utility-owned service line materials.

HELP US IDENTIFY YOUR SERVICE LINE MATERIAL IN 3 EASY STEPS

We are asking customers to self-identify and report the material of their customer-owned service line that brings water into their home or business. You can assess your service line material where it enters your home—typically in your basement, crawl space or garage—by following these three simple steps:

3 EASY STEPS

1. **SCAN THE QR CODE OR VISIT tennesseeamwater.com/leadfacts**

   Search for your address. If the customer-owned service line material is labeled unknown or if it's identified incorrectly, help us to identify the material.
2. **FOLLOW** the instructions, answer a few questions and upload a photo of your service line material.
3. **CLICK "SUBMIT"**!

Please note: If your service line contains lead, it does not mean you cannot use water as you normally do. Tennessee American Water tests for lead in accordance with regulatory requirements and our water meets water quality regulations, including those related to lead. For steps you can take to reduce your potential exposure to lead, visit tennesseeamwater.com/leadfacts.

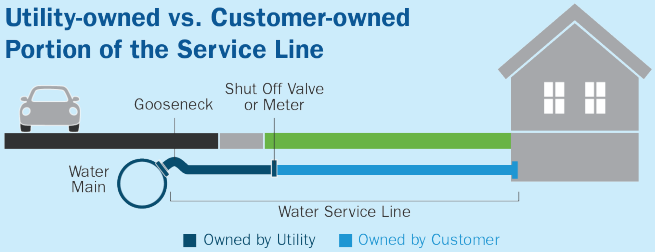
DID YOU KNOW...

The most common source of lead in tap water is from the customer's plumbing and their water service line. Homes built before 1930 are more likely to have lead plumbing systems. Additionally, homes built before March 1988 are more likely to have lead-soldered joints.

WHAT IS A WATER SERVICE LINE?

A water service line is a pipe that connects your house or building to the water main in the street. Typically, the utility owns the portion of the service line from the main in the street to the meter box. The property owner owns the service line from the meter box to the inside plumbing.

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



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

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.

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. **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.
2. **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.
3. **Routinely remove and clean all faucet aerators.**
4. **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.
5. **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.
6. **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.

WATCH THIS QUICK VIDEO about lead and drinking water.

TYPES OF PIPE

	**Galvanized:** A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	**Copper:** The color of a copper penny.
	**Plastic:** Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	**Lead:** A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will not cling to lead pipes.

Scan to learn more about our lead service line replacement program and answers to commonly asked questions.

FOR MORE INFORMATION

Scan the QR code or visit: tennesseeamwater.com/leadfacts

For more information on drinking water standards: Contact the EPA Hotline at 1-800-426-4791

For more information on reducing lead exposure around your home/building and the health effects of lead: Visit USEPA's website at www.epa.gov/lead