



TROY | **NY**
Est. 1816

Department of Public Utilities

25 Water Plant Road | Troy NY 12182

518-237-0343 | maps@troyny.gov

Lead service line replacement program

Important information
for residents

Troy replaced your lead water service line

Your lead service line was recently replaced by the City of Troy Department of Public Utilities (DPU). After replacement, small amounts of lead from your old service line may have entered the pipes in your house. As a result, you should flush your indoor plumbing before using any water (hot or cold). Step-by-step instructions are located on the following pages.

Health effects of lead

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.

For more information

For more information, call us at 518-237-0343, or visit our website at www.troyny.gov/lead. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's Web site at <http://www.epa.gov/lead> or contact your health care provider.

Immediately after a lead service line replacement

- Throw away any ice from your freezer. If you have an automatic ice maker, shut it off.
- Do not consume any tap water, including filtered water from a point of use treatment device (e.g. refrigerator).
- Do not open and use hot water faucets.

Resume these activities only after completing all actions for monthly flushing outlined on the following pages.

Flushing

The following flushing procedures should be conducted following a lead service line replacement:

- **For the next three months:** Conduct a monthly whole-house flush using the step-by-step instructions are located on the following pages.
- **For the next six months:**
 - Run the tap before use. Lead levels are likely at their highest when water has been sitting in the pipe for several hours. Clear this water from your pipes by running the cold water for several minutes. This allows you to draw fresh water from the main. You can use the spent water on house plants or to flush toilets.
 - Clean aerators. Aerators are small attachments at the tips of faucets which regulate the flow of water. They can accumulate small particles of lead in their screens. It's a good idea to remove your aerators at least monthly and clean them out.

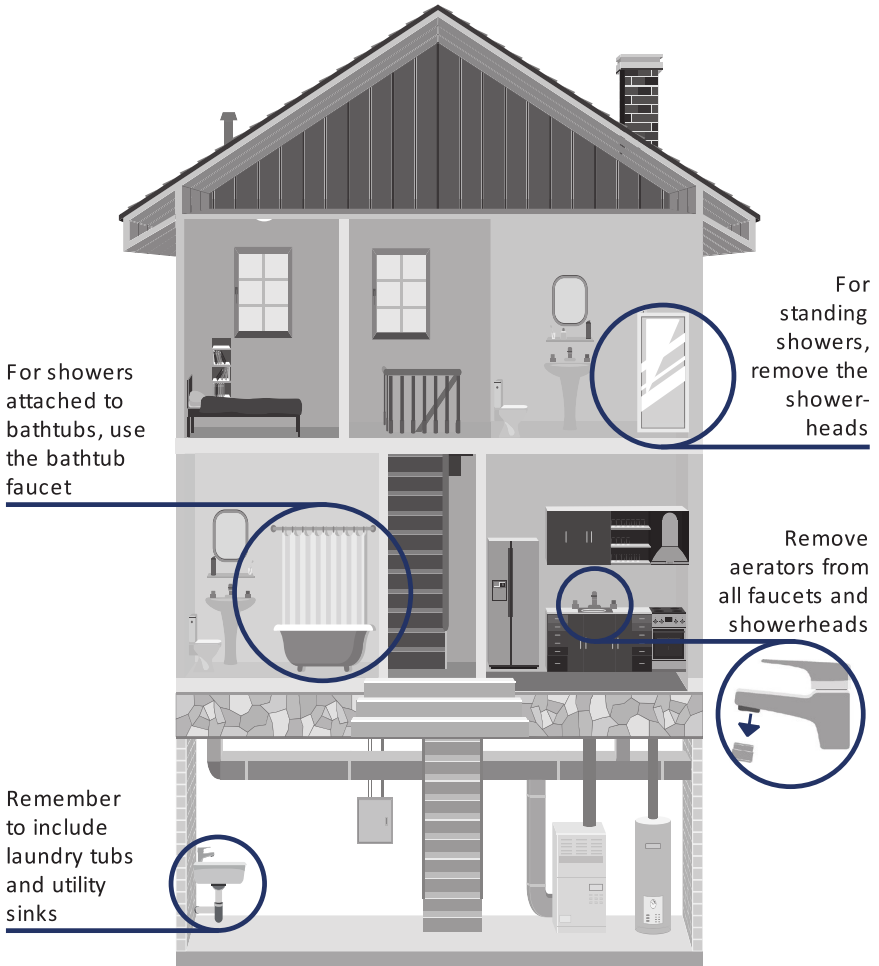
Water filters

When your lead service pipe is replaced, DPU will provide you with a water filter certified for lead reduction and six months worth of replacement cartridges. For six months after lead replacement, use filtered tap water for drinking and cooking, including water used for making ice, beverages, and infant formula.

Testing your water for lead

Upon request, DPU will test your water for lead between three and six months after a service line replacement. While this service is provided free of charge, the homeowner or tenant must be responsible for ensuring that the proper procedure is followed. If you wish to take advantage of this free testing, please contact our Water Laboratory at (518) 237-0343.

Flushing instructions



- To begin, turn on the cold water faucets on the lowest floor of your home and move up floors until all the cold water faucets are on.
- After 30 minutes, turn off all cold water faucets on the lowest floor of your home and move up floors until all the faucets are off.
- Repeat monthly for two or three months following service line replacement.

Flushing instructions

To flush your indoor plumbing thoroughly, make sure to just use **cold** water (no hot) and follow these steps:

Step 1. Locate all water faucets in the house where you can run the water without the sink or tub overflowing.

- Be sure to include any laundry tubs and utility sinks.
- For showers attached to bathtubs, use the bathtub faucet.
- For showers not attached to bathtubs, remove the showerheads, if possible.
- Make sure all drains are open and clear so water can flow freely down the drains.

Step 2. Remove aerators (screens) from faucets and showerheads.

Step 3. Turn on faucets in the basement or lowest floor of your home.

- Open **cold** water faucets all the way and let the water come out as fast as it can.
- Note that the water may splash and spray because you have removed the aerators.
- Keep the water running from all faucets at the highest rate possible.

Step 4. Repeat step 3 on each floor of your home, moving from the bottom up.

- Repeat this step until you fully open all **cold** water faucets on all floors of the home.

Step 5. After all the faucets are open, let the water run for 30 minutes.

Step 6. After 30 minutes, turn the water off.

- Start with the basement or the lowest floor.
- Move up to each floor, closing the faucets in the order that you opened them.

Step 7. Clean the aerators and put them back on each faucet.

- If aerators are old or worn, consider replacing them with new ones.

Sources of lead

Lead is almost never present when water flows from the treatment facility and there are no lead pipes in our distribution system (the water mains running beneath the streets). More information can be found in our annual water quality reports.

While there is no lead in Troy's water supply and distribution system, older homes (typically those built before the 1940s) may have lead in their water through two sources:

- **Water service lines**, comprising the pipe that connects a building to the water system. Ownership of the service line is split between the city and the property owner (see diagram below).
- **Interior plumbing**, comprising the pipes, fitting, and fixtures inside the building. Interior plumbing is the responsibility of the property owner.

If present, lead in water service lines, interior plumbing, fittings, or fixtures can dissolve, or particles can break off into water and end up at the tap. Elevated lead levels may be present in these homes.

What can I do to reduce or eliminate lead from my drinking water?

The best way to remove risks of lead in water is to completely replace all sources of lead. But there are also steps you can take right away to reduce lead levels in your water.

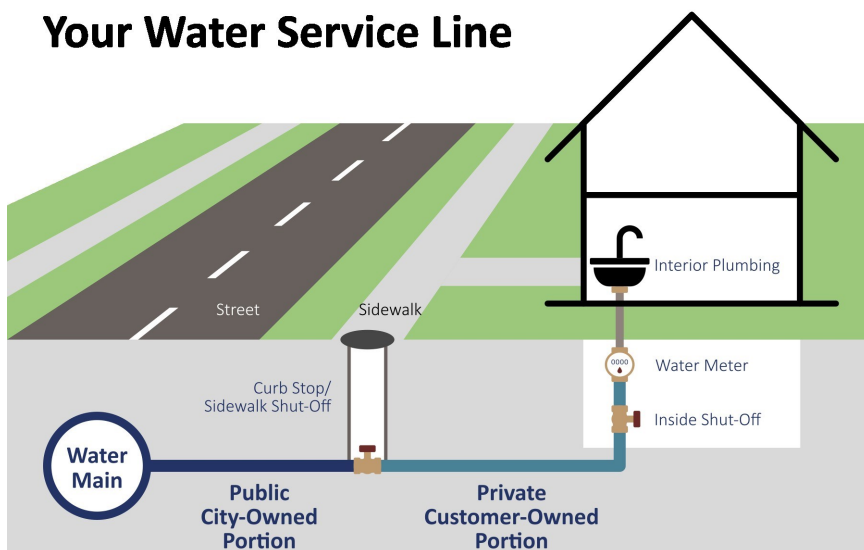
- **Run the tap before use.** Lead levels are likely at their highest when water has been sitting in the pipe for several hours. Clear this water from your pipes by running the cold water for several minutes. This allows you to draw fresh water from the main. You can use the spent water on house plants or to flush toilets.
- **Use cold water for cooking and drinking.** Always cook and prepare baby formula with cold water, because hot water dissolves lead more quickly, resulting in higher levels in water.
- **Replace plumbing fixtures if they contain lead.** Plumbing materials such as brass faucets, fittings, and valves—including those advertised as "lead-free"—may contribute lead to drinking water.

- **Clean aerators.** Aerators are small attachments at the tips of faucets which regulate the flow of water. They can accumulate small particles of lead in their screens. It's a good idea to remove your aerators at least monthly and clean them out.
- **Filter the water.** Many home water filters are effective at reducing lead. If you purchase a filter, make sure it is certified for lead reduction and that you maintain it properly. Find out more on filter certification at www.nsf.org.
- **Test your child's blood for lead.** A blood lead test is the best way to find out if a child has lead poisoning. A child with lead poisoning may not have visible signs or symptoms.
- **Do not boil water to remove lead.** Boiling water will not reduce lead.

What is Troy doing about lead service lines?

- **Water service line inventory.** Troy is developing an inventory of all the service lines in the city. You can help by identifying the material of your water service line and submitting your results to the city at www.troyny.gov/lead. You may also ask DPU to check the material of your water service line by calling 518-237-0343. Whether your service is copper, lead, or something else, we want to hear from you. If you've already submitted your results, thank you!
- **Lead service line replacement program.** The Department of Public Utilities will be scheduling lead service line replacements beginning spring 2023 in conjunction with annual paving and resurfacing work.
- **Water quality testing.** Troy can test a limited amount of water services for the presence of lead at no cost to you. While this service is provided free of charge, the homeowner or tenant must be responsible for ensuring that the proper procedure is followed. If you wish to take advantage of this free testing, please contact our Water Laboratory at (518) 237-0343.
- **Corrosion control.** To prevent lead from dissolving into water from lead service lines or home plumbing, Troy adjusts the water's chemistry at the treatment plant. This process is known as corrosion control.

Your Water Service Line



Understanding your water service line

The portion of the water service line between the water main and the curb stop is owned by the City, while the customer owns the portion from the curb stop into the building.



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