



# MAYNARD DEPARTMENT OF PUBLIC WORKS

## WATER DIVISION

### DRINKING WATER NOTICE

**Your home is served by a lead status unknown service line.**  
**Your home is served by a service line that may contain lead.**

*This notice contains important information about your drinking water. Have someone translate it for you or speak with someone who understands it.*

**Important:** For Property Owners: You are required to share this information with all the other people who drink this water at your address in the Town of Maynard, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Dear Customer,

Drinking water systems are now required to inventory all water service line materials and identify any water service line containing lead or lead materials. A water service line is a pipe that connects your building to the water main and generally consists of two parts: the “public” (utility) side, which runs from the water main to the curb stop (shutoff valve near the sidewalk or property line) and the “private” (customer) side, which runs from the curb stop into the building. Our most recent inventory has determined that while the public side of your service is non-lead, both **the public and private side of your service line is of unknown material classification**. Unknown means that the service line could be made of or contain lead.

As a precaution, below is information on the health effects of lead and steps to reduce your lead exposure. If your service line is confirmed as lead, Maynard DPW Water Division will share information on how to remove it and replace it with one made of a safer material. For more information, **contact Maynard DPW at 978-897-1317**.

See the YouTube video *Service Line Inventory Consumer Notification Guide, presented by MassDEP Drinking Water Program* to walk you through this notice by using this link or scanning the QR Code: [https://youtu.be/21gs7FQq0X8?si=YGO\\_UjRfQZvXNEjL](https://youtu.be/21gs7FQq0X8?si=YGO_UjRfQZvXNEjL)



#### Health effects of lead.

*There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.*

**Until the material of your service line is confirmed and any lead is removed, use the following steps to reduce exposure to lead in drinking water.**

- **Run your water to flush out lead.** Lead levels increase over time as water sits in lead-containing plumbing materials. Before drinking or cooking with your water after it has sat overnight or longer, flush your home’s pipes by running water through the kitchen faucet, taking a shower, or doing any other non-consumptive water usage. Run the water for at least 1 minute or until after it turns cold. The amount of time to run the water will depend on the length and diameter of the service line and the amount of plumbing in your home.
- **Use only cold, fresh water for drinking, cooking, and preparing baby formula.** Run the water for at least 1 minute or until after it turns cold.
- **Do not boil water to remove lead.** Boiling water does not remove lead.
- **Identify and replace plumbing fixtures** containing lead and any copper piping with lead solder. Copper piping with lead solder installed prior to 1986 is likely to have a higher percentage of lead in the solder, as the *Safe Drinking Water Act*, which banned lead pipes and required lead solder to contain no more than 0.2% lead, passed in 1986. Brass piping and plumbing fixtures installed prior

to **2014** may contain up to 8% lead; the *2014 Lead Reduction Act* reduced the “lead-free” definition to no more than a weighted average of 0.25% lead of wetted surfaces.

- **Clean your aerator.** Regularly clean your faucet’s screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. Lead particles can release lead into your water. See how to clean your aerator at <https://www.epa.gov/system/files/documents/2023-12/important-resources-for-safe-drinking-water.pdf> or scan the QR Code.



- **Use your filter properly, if you use a filter.** Filters can reduce lead in drinking water. Make sure the filter is certified by NSF to remove lead - it will say so on the package. Follow directions to properly install, use, and replace your filter. Do not run hot water through the filter. For more information, and which certifications to look for, visit EPA’s website at <https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead> or scan the QR Code.



- **Have your child’s blood tested for lead.** Children are a higher risk group of the health effects of lead. If you would like to have your child tested, you may contact your health care provider, or the DPH Childhood Lead Poisoning Prevention Program here: (800) 532-9571 or <https://www.mass.gov/orgs/childhood-lead-poisoning-prevention-program> or scan the QR Code.



- **You cannot see, taste or smell lead in drinking water.** Contact us for more information about lead in your drinking water including how to get your water tested by a state certified laboratory, if interested. See the list of labs here: <https://www.mass.gov/how-to/find-a-certified-laboratory-for-water-testing> or scan the QR Code.



## Opportunities to Verify Lead Service Materials

The Maynard DPW Water Division is developing a program for identifying the materials of unknown service lines on the **public** side in the water system. This program is expected to commence in 2026 and affected homeowners will be notified in advance of any work.

Maynard DPW Water Division encourages customer participation in resolving unknowns on the **private** side of your water service one of two ways:

- (1) You may utilize the **MassDEP Lead Service Line Identification Tool** and **learn more about Lead in Drinking Water** presented in the QR codes below. This self-identification tool requires a few questions to be answered and a picture taken. Be sure to select Maynard as the City/Town and Maynard DPW as Your Water Supplier to ensure that your submission is received. It is important to take a photo in Step 2 and upload it to the web app so that Maynard DPW personnel can assist in the identification. Photos that are zoomed into the pipe at the meter connection are easier for Maynard DPW to confirm without a follow up visit. If the service line is magnetic, please leave the magnet on the pipe when taking your photo. Please use flash and make sure the image of the pipe is clear before submitting. ***Please DO NOT attempt to scratch your service line for identification purposes.*** Depending on the material, this may damage the pipe and result in a leak.

MassDEP Lead Service Line Identification Tool  
<https://app.smartsheet.com/b/form/f9ee39b7972f443ca63e8b936cd7f92b>



US EPA Protect Your Tap Tool [Protect Your Tap: A Quick Check for Lead](#)



- (2) If you are having difficulty identifying your service line material or navigating MassDEP’s web app, you can schedule a service line identification appointment with a Town of Maynard Water Division staff member instead. To do so, please send an email to [DPW@townofmaynard.net](mailto:DPW@townofmaynard.net) with “**Lead Service Line ID Appointment**” in the subject line and include your name and address in the body of the email. You can also call our office at 978-897-1317 on Monday, Wednesday, and Thursday from 8:00am – 4:00pm, Tuesday from 8:00am – 7:00pm, or Friday from 8:00am – 12:00pm.

For answers to Frequently Asked Questions (FAQ) about this Consumer Notice, see the MassDEP Consumer Notice and Service Line Inventory FAQ Webpage: <https://www.mass.gov/info-details/consumers-frequently-asked-questions-about-the-lcrr-service-line-inventory>



For MassDEP information on Lead in Drinking Water see <https://www.mass.gov/lead-in-drinking-water>



For more information, please contact the Maynard DPW Water Division at 978-897-1317 or [DPW@townofmaynard.net](mailto:DPW@townofmaynard.net)

This notice is being sent to you by the Town of Maynard DPW Water Division.

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## Service Line Inventory (SLI) and Customer Notice (CN)

### Frequently Asked Questions

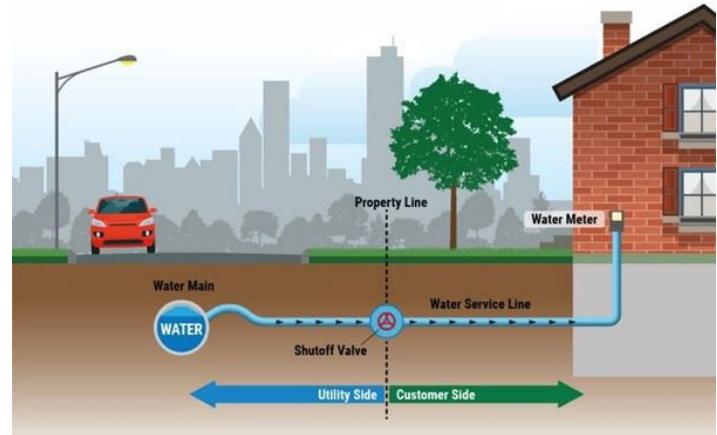
#### Does this notice mean the water is unsafe?

This does **not** indicate that the source water is unsafe, as this relates to water pipe materials only. Maynard maintains corrosion control treatment that greatly reduces lead levels in its water. However:

- A lead or GRR service line remains a **potential source of lead**,
- No amount of lead is safe for children, and
- Replacement of lead and GRR service lines is the long-term solution.

#### What is a Service Line (SL)?

A **service line** is the pipe that connects a home or building to the public water main. Many older properties, especially those built before the 1980s, may have lead pipes, lead connectors, or plumbing components containing lead. Because these materials can leach lead into drinking water, identifying them is essential for protecting public health.



#### What is a Service Line Inventory (SLI)?

A **Service Line Inventory** is a system-wide catalog of all service lines, identifying each one as:

- **Lead**
- **Galvanized requiring replacement (GRR)**
- **Non-lead**
- **Unknown**

Under the EPA's **Lead & Copper Rule Revisions (LCRR)**, every public water system in the U.S. must develop and maintain an accurate inventory and update it regularly.

#### Why am I receiving this letter? What do I need to do at this time?

If you have received a Consumer Notice, Maynard DPW Water Division has identified the service line at your property to be lead, galvanized requiring replacement, or unknown. Please carefully review the Consumer Notice you have received regarding the status of your service line. In your letter, you can find next steps on how to proceed depending on your service line material.

## **Town of Maynard Department of Public Works**

*Water & Sewer Division*

### **How can I find out what the material of my service line is?**



Maynard DPW has posted the current inventory information available on their website at the following address:

<https://www.townofmaynard-ma.gov/479/Lead-Service-Line-Identification>

The inventory lists the “customer-side” and “utility-side” service line materials for each address that has been confirmed by staff. If your address states “unknown” then we have not confirmed the material.

### **Will the water utility replace my lead or GRR service line?**

Maynard DPW Water Division is developing a Lead Service Line Replacement Program with the goal of removing all lead and GRR service lines in the water system.

Maynard DPW strongly encourages customer participation in lead service line replacement. Please consider contacting your home insurance company regarding any information they may have on insurance solutions

### **Can property owners help confirm the service line material?**

Yes. Property owners may:

- Schedule an inspection with the Maynard DPW.
- Perform safe self-checks for interior pipes near the meter and inform Maynard DPW.
- Provide Maynard DPW with plumbing records or renovation documents.

Successful public participation greatly improves inventory accuracy.

Please contact the Maynard DPW Water Division with questions regarding your service line material.

### **How can I get more information?**

Please visit Maynard DPW’s Service Line Inventory website at the following address for more FAQs:

<https://www.townofmaynard-ma.gov/479/Lead-Service-Line-Identification>

**You may also contact Maynard DPW Water Division at 978-897-1317 or [DPW@townofmaynard.net](mailto:DPW@townofmaynard.net)**