



December 1, 2023

Dear Property Owner or Tenant,

Beginning in December 2023, HCSA staff will be going door to door to assist in identifying the water service line material for each customer location and especially for homes constructed before 1988. If you are available when these employees visit your location, please grant permission to have access to your property (yard and/or under house crawl space) in order to identify the material used for your water service line where it enters the home.

The United States Environmental Protection Agency (USEPA) has issued a new mandate on lead and galvanized iron pipe used in water service lines. Included with this letter is an information sheet that helps you to identify the type of service line that may serve your home. There is no need to be alarmed by this information as HCSA has used a corrosion inhibitor (calcium interior pipe coating) that has protected your water against lead contamination since 1980. All localities are required to inventory and report residential service line information by October 2024.

For homeowners who know their home was **constructed prior to 1988** (or you are not sure), we have a mobile app that can be used for you to “self-certify” the type of water service line that supplies your home. You may simply scan the QR code (or type in the weblink listed below) and you will be able to enter the information that we need in order to comply with the Virginia Department of Health requirements. We also provide a one-time, \$10.00 credit to your account if you take a photo of the water pipe as it enters the basement or crawl space foundation wall. You can upload the photo within the mobile app, submit and you are done!

Should you have any questions, you can simply call us at (434) 575-4240 with any questions or need additional information and/or assistance.

<https://survey123.arcgis.com/share/6ddec98e7b074521b533670d1740b57b>

