

Lead Service Line Inventory FAQs

1. What is a service line and who owns it?

- a. A service line is a pipe that connects the water main in the street to your household plumbing. **In Groton Utilities system the service line is owned by the property owner from the watermain (generally located in the street) into the residence.** Please refer to the service line Diagram for a visual representation of the service line ownership within Groton Utilities' system, available on our website.

<https://www.grotonutilities.com/284/Lead-Service-Line-Inventory-Project>

- i. there are two “sides” to the water service - generally divided by the shut off valve located at the curb stop
- ii. GU maintains the “main side” of the service, but service line replacements from the curb stop into a home or business meter are the responsibility of the customer
- iii. Your service line could be classified as an “Unknown” material because one OR both sides of the service line material(s) are unknown.
- iv. Groton Utilities is asking members of our community to Self-Identify their service lines. These instructions are included on our website. If the unknown material is located from the Main to the curb stop, GU will be completing additional record and field verifications to identify the service line material. If you are not comfortable identifying your service line, or would like assistance, please visit our website to be directed to our Customer Service inquiry form, and a member of our team will get back to you within 72-business hours.
- v. If your service line is classified as Galvanized Requiring Replacement (GRR) or Lead, please fill out our customer inquiry form under “Received a Letter” located on our website to speak with a member of our team.

2. Who can I contact at the Utility to discuss my service line?

- a. Please Contact our Customer Service group by visiting our website and filling out an inquiry form. A member of our team will contact you within 72 business hours to answer any questions or concerns you have regarding your Service Lines.

3. Why is GU completing Service Line inventory?

- a. GU is completing Service Line inventories to comply with the US EPA's Lead and Copper Rule, please see “Project introduction” & “What is Lead Service Line Inventory” located on our website for more details.

4. Is GU's drinking water safe?

- a. Yes, Groton Utilities drinking water is safe. More details on our corrosion control and sampling procedures can be found online on our website.

5. How does lead get into drinking water?

- a. The water Groton Utilities provides every day is lead-free when it leaves the treatment plant and meets all EPA Drinking Water Standards. After water leaves the Groton Utilities' water main, however, it may be exposed to lead as it flows through a lead service line and into in-home plumbing and fixtures. Not all homes contain lead service lines or fixtures. If your home was built before 1986, its service line may be made of lead or your interior home plumbing may be composed of copper pipe, joined with lead solder. If the chips of solder break off, they can become lodged in the aerator screen at the end of a faucet. Therefore, we recommend cleaning your faucets' aerator screens regularly. Make sure that any plumbing fixtures you install are certified to be lead-free. Please see our flushing instructions on our website for further details.

6. Where can I find what my service line material is made up of/ How do I know if my water service line is lead?

- a. Please visit our website that has an interactive map that will allow you to identify the material identification status of your service line.
- b. If your home was built before 1986, there is a chance that your service line is made of lead, unless otherwise indicated on our interactive map. Please follow instructions above for self-identification or contacting our Program Group.

7. I believe I have sources of lead in my home. What should I do until they are removed?

- a. Please refer to our website and locate the FILTER AND FLUSHING BEST PRACTICES PDF for information. If you suspect you have a lead service line, Please Contact our Customer Service group by visiting our website and filling out an inquiry form so we may get you in contact with a member of our team.

For More Information:

Visit:

<https://www.grotonutilities.com/284/Lead-Service-Line-Inventory-Project>

<https://portal.ct.gov/dph/drinking-water/dws/lead-and-copper-rule>

<https://www.epa.gov/lead>

<https://www.epa.gov/ground-water-and-drinking-water/lead-and-copper-rule-improvements>

GU Customer Service: Please fill out our customer inquiry form located on our website, and a member will respond to your request within 72-Business hours.