

## **West Warren-Viola Utility (WWVUD)**

**Although WWVUD has NOT found any lead in our service lines to date, the following is helpful information for you as a consumer in evaluating your household's plumbing.**

### **“Questions and Information” – about lead in drinking water**

**Here are some brief talking points to communicate effectively with the community about lead in drinking water:**

#### **1. Understanding Lead in Drinking Water**

"Lead in drinking water is a serious health concern. Lead typically enters drinking water through older pipes or plumbing fixtures, especially those installed before 1988. TN banned lead in drinking water lines in July 1988."

#### **2. Health and Safety Commitment**

"Our priority is to ensure the safety and health of our community's drinking water. We are actively monitoring and addressing this issue to protect everyone's health."

"We are working with experts at the EPA and TDEC to understand and eliminate as much as possible the risks related to lead exposure in our water system."

#### **3. What We're Doing to Address Lead**

"We're conducting routine water testing and are updating infrastructure where needed to reduce and eliminate sources of lead. We have conducted an inventory of the utility owned lines but need help identifying the lines that you as the customer own."

"We are committed to transparent communication about water quality and will provide updates on our progress and test results."

#### **4. Support and Resources for Households**

"We need your help in identifying the service line material on your side of the meter because it is private property (you the customer own it). We can help you identify the material if you need help. There are steps that you can take to reduce lead exposure, such as flushing taps and using filters certified to remove lead."

"We encourage households with concerns about lead in their water to access testing services. Contact us, WWVUD, at (931) 259-4060 to obtain a list of state approved laboratories in your area that will test your water samples for a fee or visit: [https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr\\_wq\\_dw\\_approved-commercial-labs.pdf](https://www.tn.gov/content/dam/tn/environment/water/drinking-water-unit/wr_wq_dw_approved-commercial-labs.pdf)

## **5. Ways to Stay Informed**

"We invite community members to visit our website, or reach out with questions to learn more about our efforts to ensure safe drinking water."

"We are committed to keeping you informed and engaged as we work to safeguard our community's water quality." We live here too – we drink the same water...

### **From the AWWA Lead Communications Guide and Toolkit**

Explain how lead can enter drinking water.

- Clarify that lead is not in drinking water when it leaves the water treatment plant.
- Define and illustrate system components like service lines, goosenecks, meters, fixtures, and solder.
- Explain which parts of the system are the customer's responsibility versus the utility's.
- Collaborate with experts to explain the public health impacts of lead. Use the mandatory health effects language from EPA and refer to other expert sources.
- Help customers take action by providing information about how to identify lead service lines and ways to reduce their exposure to lead in drinking water.
- Provide information about other sources of lead, such as paint chips or dust, and direct customers to resources on those potential exposures. Explain about how faucets and other fixtures from big box stores can STILL contain lead.
- Let the customer know they can contact their primary care doctor if they have any health concerns or would like to get any blood level testing.

### **Understanding Lead in Drinking Water**

"Lead in drinking water can cause serious health problems. We at WWVUD are working with TDEC and the EPA to identify any in the system. This is why we need your help. We have identified (or are in the process of identifying) the service line material on the utility side – which is the roadside of the meter, but we need you to help us identify what is on your side of the property."