How You Can Help

The U.S. Environmental Protection Agency (EPA) is requiring the nation's water providers to conduct inventories of the water service lines they're responsible for, as well as the lines inside private properties. The goal? To find lead lines wherever they may still exist. We need your help! Please help Two Rivers Utilities identify your water line material by completing our online survey.

Scan the QR code to share your service line material with us now!
(instructions available to determine material type)

- If your home was built in or after 1988, you do not have a lead water service line.
- If your home was built before 1988, you could have a lead service line

How to Identify Your Service Line Material

1. Locate your drinking water line. If you have easy access to a basement or crawl space, look for a pipe that enters the house through an outside wall or dig near your shutoff valve outside - this is your water line!

2. Visually determine if the pipe is plastic or metal.

3. If the pipe is metal, use a refrigerator magnet to check if it is magnetic. If a magnet sticks, the pipe is galvanized iron or steel and NOT lead or copper!

4. If it's NOT magnetic, use a coin to gently scratch the pipe. If it scratches very easily and turns a shiny silver color, it is lead. If the pipe doesn't scratch easily, has a copper color, and is not magnetic, it's made of copper.

To help determine the material of your service line, please contact Two Rivers Utilities at (704)866-6700 or visit our website at https://gastonianc.gov/lead-awareness. EPA has developed an online step-by-step guide to help people identify lead pipes in their homes called Protect Your Tap: A Quick Check for Lead. It is available at: https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead-0.

TWO RIVERS UTILITIES

We are TRU to our customers!

NOTICE OF SERVICE LINE MATERIAL

Water System Name: Two Rivers Utilities
Water System Number: NC 01-36-010

Water System Contact:

Ed Cross
Division Manger Water Supply & Treatment
leadandcopper@tworiversutilities.com

Distribution Method: USPS Mailing
Date Notice Distributed: 11-12-24

YOUR SERVICE LINE IS OF UNKNOWN MATERIAL

This notice contains important information about your drinking water. Please share this information with anyone who drinks and/or cooks using water at this property. In addition to people directly served at this property, this can include people in apartments, nursing homes, schools, businesses, as well as parents served by childcare at this property. Through a multi-year comprehensive project, Two Rivers Utilities will identify the water pipe (called a service line) material that connects your home, building, or structure to the water main; however, the service line material is currently unknown. Because your service line material is unknown, there is the potential that some or all of the service line could be made of lead or galvanized pipe that was previous- ly connected to lead. People living in homes with a lead or galvanized pipe pre- viously connected to a lead service line have an increased risk of exposure to lead from their drinking water.

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 worsen existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these negative health effects. Adults can have increased risks of heart disease, high blood pressure, and kidney, or nervous system problems.

Get your child tested

Although there is no confirmation of having a lead service line, if you are concerned about potential exposure, you may wish to speak with a healthcare provider to see if your child's blood lead level is elevated and/or if there is a need for blood testing. Please visit https://www.cdc.gov/lead-prevention/hcp/clinical-guidance/ for more information.

For information about potential financing solutions to assist property owners with replacement of lead service lines, please contact us at leadandcopper@tworiversutilities.com

Take our Service Line Material Survey at https://gastonianc.gov/lead-awareness

OR

Scan the QR code

(instructions available to determine material type)

Steps you can take to reduce lead in drinking water

Below are recommended actions that you may take, separately or in combination, if you are concerned about lead in your drinking water. The list also includes where you may find additional information but is not intended to be a complete list or to imply that all actions equally reduce lead in drinking water.

Use filters properly. Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read all directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, see EPA's https://www.epa.gov/water-research/consumer-tool-identifying-point-use-and-pitcher-filters-certified-reduce-lead.

Clean your aerator. Regularly clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.

Learn what your service line material is. Take our Service Line Material Survey (above) or contact a licensed plumber to determine if the pipe that connects your home to the water main (called a service line) is made from lead, galvanized, or other materials. EPA's guide, Protect Your Tap: A Quick Check for Lead, is available at https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead-0.

Learn about construction in your neighborhood. Contact us at Two Rivers Utilities to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line or galvanized service line if present.

Run your water. The more time water has been sitting in pipes providing water to your home, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. Residents may contact Two Rivers Utilities at leadandcopper@tworiversutilities.com for recommendations about flushing times in their community.

Use cold water. Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.

Have your water tested. Contact Two Rivers Utilities at leadandcopper@tworiversutilities.com to have your water tested and to learn more about the lead levels in your drinking water. Alternatively, you may contact a certified laboratory to have your water tested for lead. A list of certified laboratories is available at https://www.deq.nc.gov/about/divisions/water-resources/water-sciences/chemistry-laboratory/laboratory-certification-branch/certified-laboratory-listings. Note, a water sample may not adequately capture or represent all sources of lead that may be present. For information on sources of lead that include service lines and interior plumbing, please visit https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water#getinto.

For more information on reducing lead exposure from your drinking water and the health effects of lead, visit EPA's website at http://www.epa.gov/lead.

Service Line Material Notice Certification

Two Rivers Utilities hereby certifies that the Notice of Service Line Material has been provided to its consumers in accordance with all delivery, content, format and deadline requirements specified in 15A NCAC 18C .1507 [141.85(e)].

Ed Cross

Division Manager Water Supply & Treatment

For more information, please contact Two Rivers Utilities:

leadandcopper@tworiversutilities.com

or

https://gastonianc.gov/lead-awareness

SCAN ME