



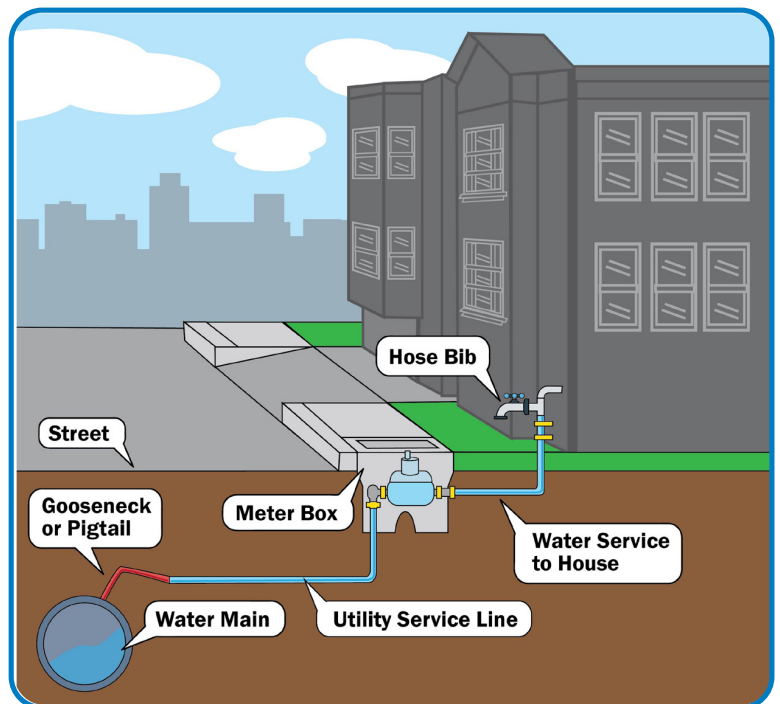
Lead User Service Line Replacement Program Map Question and Answer

1. What is a service line and why would it have lead in it? I thought the SFPUC said you removed all known lead services in the 1980's?

A utility service line is a small pipe that connects a house or building water pipe to a water main.

Prior to 1950, water utilities around the country commonly used lead service lines and components to connect water mains to the services lines for homes. In the 1980s, SFPUC removed all known lead utility service lines. If any are found, they will be quickly removed.

However, some utility service lines are made of galvanized steel that might contain flexible lead components to connect to the water main. These flexible lead components, commonly called goosenecks, pigtails, or whips, are approximately 3 feet in length and may contribute low levels of lead to drinking water (see diagram).



2. I do not see my address here on this map. What does that mean?

That means that the service line to your residence or building – the pipe between the water main and your meter box - does not contain any known lead-containing components.

It is important to note that the water pipe between the meter and the house is the homeowners' responsibility. Therefore, the SFPUC currently does not have information on the type of water pipe on the private side of the meter. This inventory is expected to be complete at the end of 2024. For information about how you can learn more about the pipeline on property owner's side of the meter, look here.

3. I see my address on this map. What does that mean?

If the address of your building or residence appears on this map, it means that the service line between the water main and the meter box meets one of the following criteria: 1. the SFPUC believes the line may contain lead-containing components because they are made of galvanized steel that sometimes contain lead parts, or 2. the SFPUC does not know the material in the line at this time.

The color of the dot over your property indicates which of these two categories your property falls into.

The SFPUC will evaluate the lead content in any lines with unknown material and replace any lines confirmed to have lead-containing components over the next several years.

Your water meets all federal and state drinking water standards and is safe to drink.

4. Why won't you change out my line now if you suspect it might contain lead?

There is a low likelihood that galvanized lines of a certain size contain lead-containing parts. If we confirm the presence of lead-containing components, we will prioritize changing them out.

We are prioritizing the most vulnerable residents with the resources we currently have available. That includes schools, underserved communities, and those with known lead-containing components. There are approximately 10,428 service line locations in San Francisco that are made of an unknown material. Experience indicates the likelihood is that about 1,600 of those lines will be determined to be galvanized. As part of a ten-year program that began in 2020, we are working each year to evaluate the lead content in any lines with unknown material, and to replace those galvanized lines that contain lead.

There is another important factor that helps protect customers from lead leaching into their tap water. The SFPUC increases the pH of the tap water to minimize corrosion of pipes that allows any lead or hard metals to leach into the drinking water supply.

If you are concerned, we can provide you with a lead test for your home at a discounted fee. Lead testing information can be found at sfpub.org/lead. Or contact us with any questions you have about SFPUC's lead programs at (650) 652-3100.

5. How will I know when you will come replace my service?

We will mail you a letter no less than 45-days prior to the replacement of your service line.

Replacement of the service line sometimes stirs up small amounts of sediments in the water service. Using certified carbon filters removes any lead and other small debris stirred-up by the replacement work. SFPUC will provide a filtering water pitcher and a 6-months' supply of carbon filters for drinking and cooking. Please use the water pitcher to filter your water when you receive it and change the filter per the manufacturer's instructions. Water quality should return to normal within a month of construction.

6. How will I know if my water is safe when you are providing water filters?

During our pilot programs we tested house tap water before and after we changed out the lead-containing service line with a copper one. Tests prior to replacement on average showed non-detect levels of lead because of our control of the pH in the water to minimize pipe corrosion.

However, our studies showed that replacement of the line sometimes stirred up small amounts of sediments that might contain lead particles for a short period of time. Using certified carbon filters removes the lead and other small debris stirred-up by the replacement work. SFPUC is providing the filtering water pitcher to remove any lead and other small debris stirred-up by the replacement work. The filtration pitchers are also required as part of State Health and Safety Code Section 116885 and will likely be required by the future Federal Lead and Copper Rule Revision.

7. Is my water safe to drink?

Yes. Your tap water meets all federal and state drinking water standards and is safe to drink.

Additionally, the SFPUC has a corrosion control and monitoring program, which was approved by the State Water Resources Control Board, that involves treating the water in order to minimize the water from leaching any lead that might potentially be in your service lines. We repeatedly test to confirm that our corrosion control process protects water quality for our residents.

As a consumer, you can further safeguard yourself by flushing any stagnant water that is over 6 hours old. Flushing involves running your tap for about 30 seconds or until you feel cold water, before using water for drinking or cooking, to ensure you are getting fresh water from the water main.

If you have questions about the water in your home, the SFPUC will provide a lead test to you for a discounted fee. Lead testing information can be found at sfpub.org/lead. You may also contact us at (650) 652-3100.

If you are concerned, we can provide you with a lead test for your home at a discounted fee. Lead testing information can be found at sfpub.org/lead.

8. How do I know whether there is lead in my water? Who could I call?

Contact us for a lead test at a discounted fee. Lead testing information can be found at sfpub.org/lead. Or contact us with any questions you have about SFPUC's lead programs at (650) 652-3100.