

Frequently Asked Questions – 3-Year 0% Interest Loan to Replace Private Lead Service Lines

What is lead? How does lead get into my water?

- Lead is a naturally occurring metal that is harmful if inhaled or swallowed.
- Lead can be found in air, soil, paint, dust, food, and water.
- **There are no detectable levels of lead in the drinking water that leaves our treatment plant in Scituate and travels throughout our entire distribution system.**
- Through corrosion of the lead pipes, lead can leach into water from pipes, solder, fixtures, faucets (brass) and fittings.

What are the health effects of lead?

- Lead can cause serious health problems, especially for young children and pregnant women. During pregnancy, the fetus can receive lead from the mother's bones, which may affect brain development.
- Lead can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of the body.

How do I know if I have lead in my water?

- Providence Water now supplies lead test kits FREE of charge. They can be picked up at 125 Dupont Drive in Providence, Monday - Friday between 8:30am - 4:30pm (8:30am - 4:00pm July/August).

How do I find out if my house has lead pipes?

- The homeowner owns the pipe from the curb stop into the water meter. Check to see what type of pipe is coming in through the foundation and into the water meter. Lead is soft and shiny when scraped by a key.
- Providence Water can tell you what type of pipe you have on the public side (from the water main to the curb stop). To find out if you have a public side lead service line, view our lead service location map at www.provwater.com/servicemap or call our Water Quality Hotline at (401) 521-6303.

Does Providence Water have any programs available for homeowners to replace their private side lead service?

- Providence Water is offering a 3-year 0% interest loan program to homeowners to replace their private side lead service line.
- The program is offered on a first come-first serve basis.
- Providence Water will ensure that the public side of the lead service line is automatically replaced at no cost whenever a homeowner replaces his/her private side of the lead service line.

How do I sign up for this program?

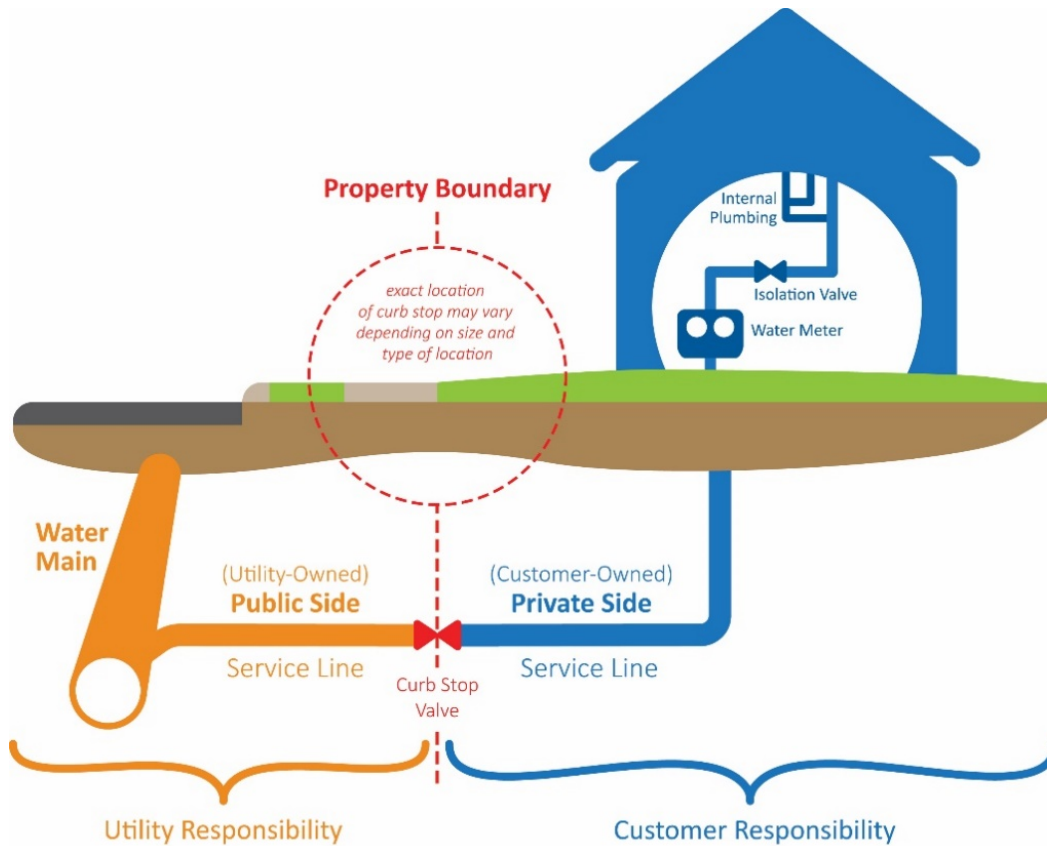
- Call our Water Quality Hotline at (401) 521-6303 or visit our website at www.provwater.com/loan to download an application/request for estimate and view a sample agreement.
- Your name and contact information will be placed on a list and you will receive a confirmation letter from Providence Water indicating that you are interested in the program.

Do I have to hire a contractor to do this work?

- No, Providence Water has contractors that will do the work.
- The contractor(s) will set up an appointment with you to complete the estimate. Please be advised that they will need to get into your basement to take measurements.
- Once Providence Water receives the estimates from the contractors, the homeowner will receive an agreement in the mail with each estimate attached.
- The homeowner then chooses which contractor he/she wants to work with and sends back a signed copy of the agreement.
- Providence Water forwards the signed agreements to the contractor. The contractor will contact the homeowner to set up a day to replace the private side lead service.



Lead Service Line Ownership



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7 Easy Steps to Reduce Lead Exposure

1. Replace your private side lead service line. Providence Water is offering a 3-year 0% interest loan program for private side lead service line replacements.
2. Run the cold water tap until it gets noticeably colder and then for an additional minute (usually at least 3-5 minutes in all) before using for drinking and cooking – particularly after long periods of time when water has not been used.
3. Always use cold water for drinking, cooking, and preparing baby formula.
4. Do not boil water to remove lead. Boiling water will not reduce lead.
5. Periodically remove and clean the faucet screen/aerator.
6. Consider purchasing a filter that is NSF 53 certified for lead removal.
7. Work with Providence Water and your contractor to replace your home's lead pipes and fixtures.

