

UTILITIES DEPARTMENT

WATER & SEWER SYSTEMS | SERVICE CONNECTION INSPECTIONS | BACKFLOW PREVENTION

Water Service Line Notification

Dear Water Customer:

Due to new Federal and State regulation, as part of the “Lead and Copper Rule,” water providers are required to notify their customers on an annual basis when water service line material is known to be constructed of materials including: “lead,” “galvanized piping requiring replacement” or “unknown: possibly lead.” The City of Branson Utilities Department over the last year has made significant efforts to identify water service line types on both the customer-owned service and the utility-owned service. This will be an ongoing process in the future to eliminate all potential risk from service lines which are constructed from lead piping or galvanized piping downstream from lead pipe.

The City of Branson wishes to inform you that the water service line material at your home or building located at (address) is currently classified as:

- Confirmed: Lead Service Line
- Confirmed: Galvanized Requiring Replacement
- Unknown: Possibly Lead

(If your service line is confirmed as being made of lead or is confirmed as Galvanized Requiring Replacement), please read the information below that explains the health effects of lead, how to reduce lead in your drinking water and available financial opportunities should you choose to replace your service line.

(If your service line is classified as “Unknown: Possibly Lead,” please read the health effects information provided below and follow the recommendations for reducing lead in your drinking water). In addition, please see the links on Page 2 that can help you to identify your service line material using visual inspection, along with a scratch and magnet test.

Service Line Identification Questionnaire

The City of Branson is required to submit an annual report to the Missouri Department of Natural Resources of inventoried service line types. We are asking for help in identifying the customer owned service line material type. Utilizing a smartphone, please provide the service line material identification information and a picture of your service line to the Utilities Department through the QR code link below:

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A video on identification of service line materials and picture identification guides are available at:

<https://www.youtube.com/watch?v=1JUGlpuH9a4>

<https://dnr.mo.gov/document-search/do-you-have-lead-service-line-pub3046/pub3046>

<https://dnr.mo.gov/document-search/how-identify-your-water-service-line-material-pub3052>

Long Term Health Effects of Lead

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

Lead in drinking water, although rarely a sole cause of lead poisoning, can significantly increase a person's total lead exposure. Infants who drink baby formulas and concentrates that are mixed with water containing lead are particularly at risk. EPA estimates that drinking water can make up 20% or more of a person's total exposure to lead. Boiling water does not reduce lead levels.

Please see the following link for additional information concerning the health effects of lead.

<https://dnr.mo.gov/document-search/lead-drinking-water-important-information-how-protect-your-health-pub2409/pub2409>

How to Reduce Lead in Drinking Water

Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available at <http://www.epa.gov/safewater/lead>.

1. Run your water to flush out lead. If a faucet has not been used for several hours, allow the water to run at the tap for 15 to 30 seconds or until it becomes cold and reaches a steady temperature before using it for drinking or cooking. This flushes lead-containing water from the pipes. The water you run from drinking water taps does not have to be wasted; you can use this water for cleaning purposes or watering plants. You may want to keep a container of drinking water in your refrigerator, so you don't have to run water every time you need it.
2. Use cold water for cooking and preparing baby formula. Do not drink or cook with water from the hot

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water tap, as lead dissolves more easily into hot water. Do not use water from the hot water tap to make baby formula.

3. Do not boil water to remove lead. Boiling water will not reduce the lead content.
4. Look for alternative sources or treatment of water. If water testing has shown you have elevated lead in your drinking water, you may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead, with NSF/ANSI 53-2021 labeling, or contact the [National Sanitation Foundation](#) at 800-NSF-8010 (800-673-8010) for information on performance standards for water filters. If you choose to install a lead-removal filter, be sure to maintain and replace the filter device according to the manufacturer's instructions to protect water quality.

Service Line Replacement Financial Opportunities

If your service line is confirmed as being made of lead or designated as Galvanized Requiring Replacement and you choose to replace it, as your water provider, we are required to offer financial options for replacement. To receive information about these financial options, please contact us at:

City of Branson Utilities Department
616 W. Pacific St. - 4th Floor
Branson, MO 65616
Phone: (417) 243-2731

We are required to pay for replacing the portion of the service line that is water system owned. However, the customer is required to pay for the portion they own.

As your water provider, we are required to replace our portion of a lead service line when you notify us you are replacing your portion of the lead service line. Replacement of both portions of the service line should be performed at the same time to avoid additional water service disruption and disturbance of lead in service line materials.

There may also be low interest loan and grant funding assistance available to our water system customers for service line replacement using funding from the Infrastructure, Investment and Jobs Act, better known as the Bipartisan Infrastructure Law. This funding can be used to replace both water system-owned and customer-owned portions of the service line. In order to apply and receive this funding, we must know the number of service lines that need to be replaced. This is another reason why it is important for customers to help identify their service line materials.

If customers need help in identifying their water service line material type, they are encouraged to reach out to a licensed plumbing company for help. A list of licensed plumbing companies can be obtained by contacting the City's Licensing Division at (417) 337-8549.

Sincerely,

Kendall Powell
City of Branson
Utilities Director

616 W Pacific Street | Branson MO 65616 | 417.243.2731

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