

Date: October 30, 2025

Subject: **Notice of *Unknown* Service Line Material**

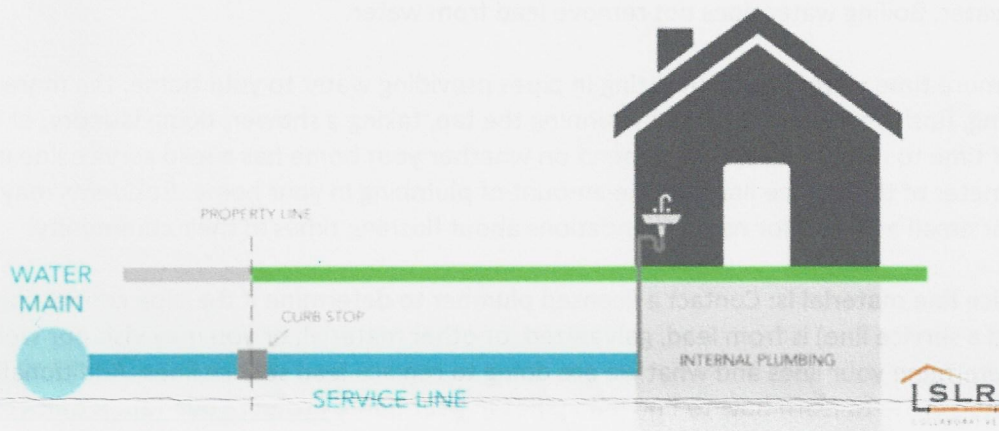
Dear Magnolia Water Customer:

We are writing to inform you of an important matter concerning the water service lines in your area. As part of our ongoing efforts to ensure the safety and quality of the drinking water supply, **we are following up on a survey completed last year** of service lines within our community.

#### **Notice of unknown service line material**

Magnolia Water Utility Operating Company is focused on protecting the health of every household in our community. 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.

Magnolia Water is working to identify service line materials throughout the water system and has determined that the water pipe (called a service line) that connects your home to the water main is made from **unknown material** but *may* be lead. Because your service line material is unknown, there is the potential that some or all the service line could be made of lead or galvanized pipe that was previously connected to lead. People living in homes with a lead or galvanized pipe previously connected to a lead service line have an increased risk of exposure to lead from their drinking water.



#### **Identifying service line material**

To help determine the material of your service line, please visit our website and navigate to the Water Quality tab or click on the QR code on the back page. Additionally, the 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>.



### 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, kidney, or nervous system problems.*

### 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 more information and 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 any 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.

**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.

**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 us at [phone number and/or email address] for recommendations about flushing times in their community.

**Learn what your service line material is:** Contact a licensed plumber to determine if the pipe connecting your home to the water main (called a service line) is from lead, galvanized, or other material, or you may visit our website to learn more about how to determine your lines and what we are doing to replace lead service lines. Additionally, see the EPA's online step-by-step guide to learn how to find lead pipes in your home [Protect Your Tap: A quick check for lead.](#)

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

Sincerely,

Magnolia Water Utility Operating Company

