

Customer Notification Guidance for Water Systems with Lead, GRR, or Unknown Service Lines

Initial Service Line Inventory

Important Dates

On or by November 15, 2024 water systems must provide notification to persons served by service lines classified as Lead, Galvanized Requiring Replacement (GRR), or Lead Status Unknown (Unknown) based on the material classifications submitted within their Initial Service Line Inventory. If a water system determines the material of an Unknown service line or replaces a Lead or GRR service line before November 15, 2024, notification to the affected address will no longer be required; however, the water system should notify GA EPD of the change of material classification. If the completed initial inventory is submitted after October 16, 2024, water systems have until 30 days from when the initial inventory is submitted to provide the notices.

The water system must repeat notification on an annual basis until the entire service connection is no longer Lead, GRR, or Unknown. For new customers, water systems shall also provide the notice at the time of service initiation.

Annually by July 1, the water system must demonstrate to the State that it delivered the service line notifications for the previous calendar year. The water system must provide an example copy of the type(s) of notification distributed (Lead, GRR, Unknown), a list of service line addresses that were notified (with material classification noted), and a completed [SLI Material Classification Notice Certification](#) form. **Water systems whose Initial Service Line Inventories have only Non-Lead material classifications do not need to complete a certification form.** The certification form and additional documents may be submitted within a water system's PWS Portal, emailed to epd.LCN@dnr.ga.gov, or mailed to GA EPD (see address on form).

Content Requirements

Content requirements of the notification vary depending on whether the service line is Lead, GRR, or Unknown. **All notifications must contain the health effects of lead required language, which cannot be edited.** In an effort to assist water systems with meeting this requirement, GA EPD has developed notification templates that may be used. Use of the GA EPD notification templates is not required; however, if using alternate formats, all content requirements must still be met. GA EPD's notification templates may be found under the Lead and Copper section [here](#).

Unknown notifications must include:

- A statement that service line material is Unknown but may be Lead*
- The health effects of Lead**
- Steps individuals can take to reduce lead exposure in drinking water
- Information about opportunities to verify the material of the service line

GRR notifications must include:

- A statement that service line material is Galvanized Requiring Replacement*
- The health effects of Lead**
- Steps individuals can take to reduce lead exposure in drinking water
- Information about opportunities for replacement of the service line

Lead notifications must include:

- A statement that service line material is Lead*
- The health effects of Lead**
- Steps individuals can take to reduce lead exposure in drinking water
- Information about opportunities to replace Lead service lines, as well as programs that provide financing solutions to assist property owners with replacement of their portion of a lead service line
- A statement that the water system is required to replace its portion of a lead service line when the property owner notifies them they are replacing their portion of the lead service line. (The water system is not required to replace its side of the service line if it is already a non-lead material.)

*If a service line is composed of a combination of Lead, GRR, and/or Unknown materials, water systems are advised to include information about all portions of the line. For example, for a service line that is Lead on the system side and GRR on the customer side, the water system could include a statement that the line is made up of both types of service materials.

****Health Effects Language** (italicized language cannot be edited):

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.

Delivery

Notices must be provided to persons served by the water system at the service connection with a Lead, GRR, or Unknown service line. **In cases where the person(s) at the address of the service connection is/are not the only person(s) served through the service connection, efforts to inform all persons served by the service connection should be implemented, such as posting the notification in common areas or further distribution of the notices to all persons served.**

Notices may be delivered by separate mailing or mailing with the water bill, hand delivery, or Email. **If using Email, the water system must ensure that all intended persons are reached. Any Email that is undeliverable or returned to sender will need to be distributed via mail or hand delivery.**