



# INSTRUCTIONS AND TEMPLATES FOR NOTIFICATION OF SERVICE LINES CLASSIFIED AS: LEAD, GALVANIZED REQUIRING REPLACEMENT (GRR), OR LEAD STATUS UNKNOWN

*For Community Water Systems (CWS) and Non-Transient Non-Community Water Systems (NTNCWS)*

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The Lead and Copper Rule Revisions (LCRR) require water systems to provide customer notification of known or potential service lines containing lead (outlined in [40 CFR § 141.85\(e\)](#)). This includes the material classification\* of the overall/entire service line (i.e., from either the water main to the building inlet OR from the well/wellhouse to the building inlet) that is classified as one of the following:

- Lead,
- Galvanized Requiring Replacement (GRR), or
- Lead Status Unknown

The Maryland Department of the Environment (MDE) has developed templates (see Page 3) that water systems may choose to use to develop these notifications. The templates contain mandatory text from the regulation as well as example language that you may use and/or modify for required content. Required text is indicated in italics throughout the document. Bolded and underlined text in brackets indicate areas for water systems to fill in information specific to their individual water system and other considerations.

This notification is NOT required for service lines classified as Non-lead.

Water systems do not need pre-approval from MDE to send these notifications to water customers if:

1. Either MDE's templates or EPA's templates are used (links to all available templates can be found below);
- OR
2. The water systems create their own notification(s) and the notification(s) contain EPA's mandatory language regarding the health effects of lead ([40 CFR 141.85\(a\)\(1\)\(ii\)](#)) and all required elements outlined in [40 CFR 141.85\(e\)](#).

Furthermore, water systems may add information to the notification(s) as long as the information is factual.

Water systems must notify water customers whose service line(s) are classified\* as either Lead, Galvanized Requiring Replacement (GRR), or Lead Status Unknown.

- Initial notification to water customers must be performed by **November 15, 2024**, or within 30 days of submission of the initial service line inventory to MDE if submitted after October 16, 2024 (Please note that late submissions of inventories are considered a violation under the LCRR).
  - If a water system learns of a new/different material of a service line after submitting the initial service line inventory to MDE, the notification will still need to be sent by the 30-day notification deadline indicated above. Although not required, water systems may provide a notification of the new/correct material to the water customer (regardless of

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\*The material classification of the overall/entire service line is shown (auto-generated) under column AH on page 2A ("Pg 2A\_Overall SL & Bldg Info") of the standard SL spreadsheet if the required information was entered properly into the spreadsheet.

whether a notification was sent previously), and if so, the water system should also provide an updated/revised/corrected initial service line inventory when certifying to MDE that all impacted water customers have been notified of their service line materials

- For new customers, water systems must also provide the notification at the time of service initiation.
- Each water customer with a service line classified as either Lead, GRR, or Lead Status Unknown must be notified of their service line material using one or more of the following methods:
  - Mail,
  - Email,
  - Hand Delivery (including Door Hangers), or
  - Another method approved by MDE.

Non-transient non-community water systems may post the notification in a conspicuous place within each building to allow water customers to review the information.

- The notice must include:
  - A statement that the water service line pipe connected to the building (e.g., residence, commercial building, etc.) is either Lead, Galvanized Requiring Replacement (GRR), or Lead Status Unknown.
  - An explanation of the health effects of lead using EPA's mandatory language:

***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 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.*
  - Steps that persons at the service connection can take to reduce exposure to lead in drinking water.
  - For buildings served by:
    - Lead Service Lines:
      - A statement that the water system is required to replace its portion of a lead service line when the property owner notifies the water system that they (the property owner) is/are replacing their portion of the lead service line.
      - 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.
    - Galvanized Requiring Replacement (GRR):
      - Information about opportunities for replacement of the service line.
    - Lead Status Unknown:

- Information about opportunities to verify the material of the service line.
- *Optional:* The notice can include material classification of individual portions of the service line (e.g., system-owned portion and customer-owned portion); however, it must also provide language to define the entire/overall service line material as either Lead, GRR, or Lead Status Unknown.

Water systems are required to continue delivering these notices annually to water customers until the service lines are determined to no longer be classified as Lead, GRR, or Lead Status Unknown. Additionally, water systems are required to certify to MDE, by July 1 annually (starting July 1, 2025), using MDE's certification form (available soon on [MDE's website](#)) that these service line notifications were delivered to water customers for the previous calendar year.

## Links to Templates

### MDE's Templates

1. [Notice of Confirmed Lead Service Line](#)
2. [Notice of Galvanized Service Line That May Have Absorbed Lead](#)
3. [Notice of Service Line with Unknown Lead Status](#)

### EPA's Templates

[Templates for Notification of Known or Potential Service Line Containing Lead](#)