

Month XX, 202X

Dear Valued Customer,

At Tennessee American Water, providing safe, reliable and affordable water service is our top priority. We're reaching out to you because our records indicate a portion or all of the water service line serving the property listed below is made of lead or galvanized steel or your service line material is "unknown."

Tennessee American Water tests for lead in accordance with regulatory requirements. The results of these tests indicate the water meets drinking water standards related to lead. In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water by monitoring our treatment processes and adding a corrosion inhibitor where needed.

ABOUT YOUR SERVICE

Attention property owners and tenants: If you are the account holder and do not reside at the address below, please share this information with those receiving water service at this address. If you are a tenant at the address below, please share this information with the property owner.

Premise #: [Premise]

Service Utility Type: [ServiceUtilityType]

Property: [Address], [City]

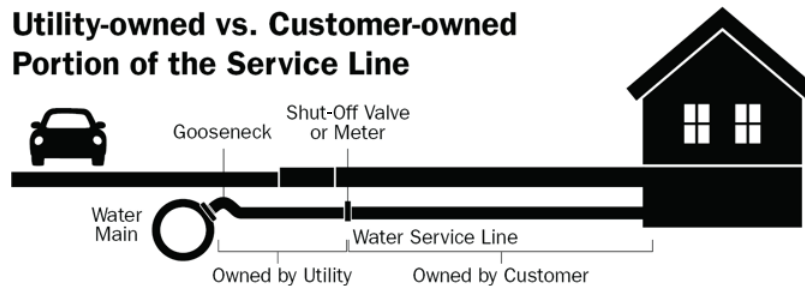
Tennessee American Water Service Line Material: [Curr Comp Mat EPA]

Customer Owned Service Line Material: [ConsolidatedEPACode]

Water System ID#: [PWSID]

Water System Name: [System]

A service line is a portion of pipe that connects the water main to the building inlet. Ownership of the service line varies by water system, but the Tennessee American Water service line is owned partially by Tennessee American Water (main distribution line to the meter) and partially by the property owner (from the meter to the building).



Please note: This diagram is a generic representation. Variations may apply.

Tennessee American Water has developed a lead service line verification and replacement program. Information on this program is available at tennesseeamwater.com/leadfacts and in our annual Consumer Confidence Report. If you are planning to replace your lead service line, contact us at 866-736-6420 by phone or email us at TAWleadinquiries@amwater.com prior to replacement so that we can coordinate our efforts. If your location has been identified as "unknown material," please contact us to learn how to verify the service line materials or please visit tennesseeamwater.com/leadfacts for instructions on how to determine and self-report the customer-owned service line material entering your household/building.

The most recent service line inventory is available to the public at tennesseeamwater.com/leadfacts or by calling 866-736-6420 to request the information.

SOURCES OF LEAD EXPOSURE

Lead is a common metal found in the environment. Although most lead exposure occurs from contaminated soil or when people eat paint chips and inhale dust, the EPA estimates that 10 to 20 percent of human exposure to lead may come from lead in drinking water. Lead is rarely found in source water but enters tap water through corrosion of plumbing materials. Homes built before 1988 are more likely to have lead pipes, fixtures, and solder. However, new homes are also at risk: even legally designated “Lead-Free” plumbing may contain up to 8 percent lead. The most common source is brass and chrome-plated brass faucets and fixtures, which can leach a significant amount of lead into water, especially hot water.

HEALTH EFFECTS OF LEAD EXPOSURE

According to the U.S. Environmental Protection Agency, exposure to lead can cause serious health effects in all age groups. Infants and children who drink water containing lead could have decreases in IQ and attention span and increases in learning and behavior problems. 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 who drink water containing lead can have increased risks of heart disease, high blood pressure, or kidney or nervous system problems.

Ways to reduce exposure to lead with drinking water:

1. Run your water to flush out lead. Flushing the tap means running the cold-water faucet. It usually uses less than one gallon of water. If the water has not been used for several hours, run water for 15-30 seconds or until it becomes cold or until it reaches a steady temperature before using it for drinking or cooking. Flushing removes water that may contain lead from the plumbing lines.
2. Use cold, flushed water for cooking and preparing baby formula. Because lead from lead-containing plumbing materials and pipes can dissolve into hot water more easily than cold water, never drink, cook, or prepare beverages, including baby formula, using hot water from the tap. If you have not had your water tested or if you know that lead-containing materials and pipes exist within your home, it is recommended that bottled or filtered water be used for drinking and preparing baby formula. If you need hot water, draw water from the cold tap and then heat it.
3. Do not boil water to remove lead. Boiling water will not reduce lead; however, it is still safe to wash hands, dishes, shower, water plants, do laundry, etc.
4. Look for alternative sources or treatment of water if you are concerned about contaminants. You may want to consider purchasing a water filter. Read the packaging to ensure the filter is approved to reduce lead or contact NSF International at 800-673-8010 or nsf.org for more information on performance standards for water filters.
5. Options to get your child tested if lead or lead/galvanized lines are present. Visit the Tennessee Department of Health website at tn.gov/health > Program Areas > Childhood Lead Poisoning Prevention to learn more about children and lead or contact your healthcare provider to find out how you could get your child tested for lead if you are concerned about lead exposure.
6. Get your water tested. The following is a list of laboratories approved by the Tennessee Department of Environment & Conservation in your area that will test your water samples for a fee:

AIRL, Inc	Eurofins Knoxville	Microbac - Knoxville Div
1550 37th Street NE	5815 Middlebrook Pike	505 East Broadway Ave
Cleveland, TN 37312-5600	Knoxville, TN 37921-5947	Maryville, TN 37804
423-476-7766	865-291-3000	865-977-1200
7. Identify plumbing fixtures containing lead. Although Tennessee law currently restricts the sale of plumbing fixtures not considered “Lead-Free,” new brass faucets, fittings, and valves, even those advertised as “Lead-Free,” may still contribute lead to drinking water.

8. Replace plumbing or fixtures containing lead. Physical modifications or disturbances may cause lead release. If you are planning to replace your lead service line, contact us at 866-736-6420.
9. Remove and clean aerators/screens on plumbing fixtures. Over time, particles and sediment can collect in the aerator screen. Regularly remove and clean aerators screens located at the tip of faucets and remove any particles.
10. Volunteer for Triennial Lead & Copper Tap Monitoring. Tennessee American Water periodically tests a portion of the residences as required by TDEC for lead and copper levels and other water quality parameters throughout the distribution system. Participation in the sampling program is voluntary and free, but certain criteria must be met. If you are interested in participating in this program, please call us at 866-736-6420 or email TAWleadinquiries@amwater.com.
11. Water softeners and reverse osmosis units will remove lead from water but can also make the water more corrosive to lead solder and plumbing by removing certain minerals; therefore, the installation of these treatment units at the point of entry into homes with lead plumbing should only be done under supervision of a qualified water treatment professional.

For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at epa.gov/lead, call the EPA Safe Drinking Water Hotline at 800-426-4791, contact your health care provider, or reach out to the State of Tennessee Department of Environment and Conservation by mailing:

Lead and Copper in Drinking Water
Davy Crockett Tower, 9th Floor
500 James Robertson Parkway
Nashville, TN 37243-1204

LEARN MORE ABOUT LEAD AND DRINKING WATER

Additional information about our lead service line replacement program can be found at tennesseeamwater.com/leadfacts, including answers to frequently asked questions and an interactive map of the company's service line inventory.

Still have questions? Contact us at TAWleadinquiries@amwater.com.



SCAN TO LEARN
MORE ABOUT LEAD
AND DRINKING WATER

This notice is sent to you by Tennessee American Water

State Water System ID Number: [PWSID]

PHONE: 866-736-6420

EMAIL: TAWleadinquiries@amwater.com

WEBSITE: tennesseeamwater.com

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