**EMAIL COPY**

Today, I want to shine a light on an important initiative, which I believe is an opportunity for us to truly make a difference in our community: West Virginia American Water’s Lead Service Line Replacement Program.

As you may already know, the water provided to our homes by West Virginia American Water meets drinking water standards, including those for lead. But what you may not know is that the most common source of lead in tap water is a home’s own plumbing and service lines, which could be made of lead. (Insert Personal Reasons for Sending Letter)

Here’s the good news: West Virginia American Water is committed to replacing lead and galvanized service lines that follow lead piping over the course of the next several years at no direct cost to the property owner.

First, they need our help to identify where lead service lines are present. West Virginia American Water developed easily accessible resources, including an online map indicating the material of the company-owned and customer-owned service line material, if known, to help with this process. Using the map, you can search for your address. If the customer-owned service line material is labeled unknown or if it’s identified incorrectly, you can update the information.

West Virginia American Water’s website offers step-by-step instructions and a video to walk you through how to check your home’s service line. Then you can fill out the short survey, attach a photo, and submit your findings to them. If your service line is confirmed to be lead or galvanized steel following lead piping, they’ll notify you when they are working on water main replacements in your area. (Just know it may not be for a while… they’re replacing lead service lines across their service area over the course of the next several years.)

It is important to note that if your water service line is lead or galvanized steel, your water is still safe to drink. The water provided to you continues to meet state and federal water quality standards, including those set for lead.

Thank you for your commitment. Together, we can help get the lead out. To learn more about West Virginia American Water’s Lead Service Line Replacement Program, and lead and drinking water, please visit [westvirginiaamwater.com/leadfacts](https://www.amwater.com/wvaw/water-quality/Lead-And-Drinking-Water/).