

**Frequently Asked Questions about
Rowan County's Pitcher and Testing Kit Program
January 22, 2021**

Why am I receiving a free Brita water pitcher with filters?

In a letter dated January 15, 2021, Rowan County provided you with information regarding elevated levels of lead above the Action Level found in four (4) homes in the Northeast Water System (NEWS).

The source of lead is limited to privately-owned plumbing materials as determined by the knowledge of the distribution system materials and inspections completed on two (2) of the four (4) homes exceeding the Action Level.

Rowan County has been working with Salisbury-Rowan Utilities (the operator of the public drinking water system), the State of North Carolina, and experts from Virginia Tech University to determine the best long-term treatment solution for the NEWS system.

Until the proper treatment solution is selected, and in the interests of fully protecting public health as our work with the State of North Carolina and Virginia Tech continues, the Rowan County Board of Commissioners approved a plan to provide you (and every other connection on the NEWS system) with the enclosed, free Brita pitcher with two certified filters.

How can lead get into our drinking water?

It is important to note that lead does not enter drinking water at the water plant. Lead enters drinking water through its interaction with lead service lines and plumbing materials in a water distribution system or in a customer's home or business. Because the distribution lines serving your home are relatively new, household plumbing is believed to be the cause.

Household plumbing materials and service lines containing lead are often found in homes built before 1986, as well as homes with faucets, valves, and components made of brass. Even brass faucets, fittings, and valves labeled as "lead-free" may contribute to lead in drinking water.

With your filter, you will find a document titled, "EPA Concerned About Lead in Your Drinking Water?" that provides further details about how lead can enter drinking water.

What steps can I take now to avoid exposure to lead in drinking water?

- Properly use the Brita water pitcher and certified filters provided by Rowan County. We ask that you carefully read the BRITA LONGLAST User's Guide before using your pitcher and filters to ensure they will work properly.
- Have your water tested. Take part in our FREE testing program when your kit arrives.
- Let cold water run at the faucet for at least three minutes before using it for drinking or cooking.
- Use only cold water. Hot water has the potential to absorb more lead from the piping, and heating or boiling your water does NOT remove lead from drinking water.
- Regularly clean your faucet aerators. Lead particles can collect in your aerator.

How can I take part in Rowan County's free water testing program?

In a separate package, you will also receive a FREE lead and copper water sampling kit so you can voluntarily take and return a water sample for a lead and copper test.

A certified laboratory will conduct lead and copper tests on your sample and the results will be shared with you. Included in the testing kit will be a pre-paid delivery packet so you can return your sample FREE of charge. The testing program is the best way to ensure that our long-term solution will reduce the levels of lead in your water for years to come.

To thank you for your help with our testing program, *Rowan County is offering you a \$72.00 credit on your water bill* if you return a water sample following the enclosed instructions and using the pre-paid delivery packet.

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What is Rowan County doing to address the issue?

Rowan County has been working with Salisbury-Rowan Utilities (the operator of the public drinking water system,) the State of North Carolina, and experts from Virginia Tech University to determine the proper long-term treatment solution.

Is there anything special I need to do with the Brita pitcher and filters?

The type of Brita pitcher and filters provided are designed to remove lead from your drinking water. We ask that you carefully read the Brita User's Guide before using your pitcher and filters to ensure they will work properly.

One additional filter is included in your kit for later use.

How often do I change the filter?

Filter life varies per household. However, it is recommended that the replacement filter be installed after six months of typical water consumption. If your filter use exceeds the anticipated rate of six months, please contact us and we will provide additional filters to you at no charge.

Do I fill up the pitcher with hot or cold water?

To reduce your exposure to lead, you should always fill your pitcher with cold water.

Does storing my pitcher at room temperature affect my water?

No; you can store your pitcher at room temperature or in the refrigerator.

Will my refrigerator water filter remove lead from my water?

Certified refrigerator water filters may remove lead from drinking water. However, because their success may vary due to a number of factors including length of use, Rowan County is asking you to use the Brita pitcher and filters provided.

If I have questions about my water pitcher and filters, who can I contact?

You can contact the number provided with the Brita filter or contact Rowan County at 704-216-8180.

Where can I go to find out more information?

You can visit the Rowan County website at www.rowancountync.gov/water.