



NORTH CAROLINA

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YOUR WATER MAY CONTAIN LEAD AND COPPER
Lead can cause serious health problems

February 5, 2021

Dear Rowan County Northeast Water System Customer,

The purpose of this letter is to provide an introduction to the enclosed water testing kit supplied by Rowan County so you can, for FREE, voluntarily take and return a water sample for a lead and copper test. In a letter dated January 15, 2021, we provided you with information regarding elevated levels of lead above the Action Level found in four homes in the Northeast Water System (NEWS) and how Rowan County is addressing the situation. *If you did not receive the January 15, 2021 letter, you may find a copy on our website at www.rowancountync.gov/water or you can contact me directly at 704-216-8180 (office) or 704-213-8369 (cell).*

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. 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.

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.

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 a Brita pitcher with two certified filters and the enclosed water testing kit.

We believe giving you the water testing kit and Brita pitcher is simply the right thing to do. We want to make sure the public's health is protected as we find the right solution in the best, scientifically confirmed manner.

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. Included with your testing kit you will find the following:

- A. Instructions from 120Water;
- B. Chain of Custody Form;
- C. Frequently Asked Questions about Rowan County's Lead and Copper Testing Kit Program;
- D. A pre-paid delivery packet so you can return your sample FREE of charge.

If you have questions about the testing instructions please contact the Customer Support Team for 120Water at 1-800-674-7961 or support@120wateraudit.com.

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After you take and return your water sample, a certified laboratory will conduct lead and copper tests and the results will be shared with you. If levels of lead in your water sample exceed the Action Level, a letter will be mailed to you within 48 hours of receiving the results.

Even though the letter will be mailed within 48 hours, this does not necessarily mean that you will receive the letter within 48 hours. **Because of this, we also want to call you and email you to make sure you are aware of the results within 24 hours.** Please consider providing to us a telephone number and email address where we can reach you. You may email your name, address, phone number and email address to water@rowancountync.gov or call Siobhan Allen at 704-216-8193.

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 use the pre-paid delivery packet.

Rowan County is taking these precautionary steps because **lead can cause serious health problems.** You can reduce your consumption of lead in your drinking water by doing the following:

- 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 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.

For more information on our Brita pitcher distribution, our Lead and Copper Testing Program, and other information about the current situation, we invite you to visit our website at www.rowancountync.gov/water.

Rowan County sincerely appreciates your continued patience and consideration as we work toward a solution. With your help, we feel confident that we will implement the right long-term solution, benefitting you for years to come.

If you have any questions, you may reach me on my office phone 704-216-8180, cell phone 704-213-8369, or email aaron.church@rowancountync.gov.

Sincerely,

  Electronic Signature
Aaron Church

ROWAN
COUNTY
NORTH CAROLINA
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Aaron Church
Rowan County Manager

Enclosures

- A. Instructions from 120Water
- B. Chain of Custody Form
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- D. A pre-paid delivery packet so you can return your sample FREE of charge