



**Indian River County Department of Utility Services
1801 27th Street, Vero Beach, Florida 32960**

Date:

Name

Street

City and Zip Code

Indian River County Department of Utility Services – Federal Mandate – Pipe Inventory

Subject: Notice of unknown service line material

You recently received a letter from Indian River County Department of Utility Services (IRCDUS) with information regarding your water service line (commonly referred to as a water pipe) that provides water flow into and out of your water meter box.

IRCDUS would like to clarify that the letter was not intended to imply that anyone has lead pipes. The federally mandated initiative is simply an inventory of the type of materials currently used for each customer's service line. Please understand that this inventory is occurring nationwide.

While we do not believe there are any lead materials in IRC water service lines, federal regulations governed by the Environmental Protection Agency (EPA), mandate all utilities nationwide, verify the type of materials currently being used for each service line.

IRCDUS has been working diligently to comply with this federal mandate by logging all pipe materials for each of our over 55,000 customers and forwarding this information to the EPA through the Florida Department of Environmental Protection (DEP). To date, we have NOT found any lead service lines in unincorporated Indian River County.

IRCDUS would appreciate your assistance in complying with this inventory federal initiative. As the previous notice requested, if you know the kind of water pipe material that provides your service, please assist by filling out the form located on our website: indianriver.gov/utilities. On this page you can click the tab on the left marked "Lead Service Line Replacement."

If you do not have access to a computer or need additional help to fill out the form, or just have general questions, please contact customer service at **(772) 770-5300**.

At the IRCDUS, our mission is to provide a future of high quality drinking water through exceptional personnel and operational practices, targeted at safeguarding public health and protecting our environment.



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FREQUENTLY ASKED QUESTIONS:

Below you will find commonly asked questions and responses regarding the federal initiative.

WHAT IS THE NEXT STEP?

Some homeowners already know what material their service line is made of. If you do, please fill out the form or call customer service to guide you through the process. The form can be found on the County website at indianriver.gov/utilities under the "Lead Service Line Materials" tab.

IF I AM NOT ABLE TO DETERMINE MY MATERIAL, OR I DO NOT HAVE A COMPUTER, WHAT SHOULD I DO?

Please contact customer service at **(772) 770-5300**. You are not required to do anything at this time if that is your choice.

WHAT IS THE FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION (FDEP)?

The Florida Department of Environmental Protection is the state's lead agency for environmental management and stewardship – protecting our air, water and land. The vision of the Florida Department of Environmental Protection is to create strong community partnerships, safeguard Florida's natural resources and enhance its ecosystems.

WHAT IS THE ENVIRONMENTAL PROTECTION AGENCY (EPA)?

The mission of EPA is to protect human health and the environment, per the EPA. The organization uses national efforts to reduce environmental risks based on the best available scientific information. IRCDUS works closely with its federal and state partners to ensure that customers get clean and safe drinking water.

SHOULD I BE CONCERNED?

No, at this point we are simply attempting to collect information on the pipe material used for service lines throughout the County. Our water does not naturally contain lead, rather lead can leach into the water if a home happens to be served by a lead service line; however, IRCDUS treats and maintains our water to protect against corrosion and prevent the lead from leaching into the water.