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STCHARLESIL.GOV

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Dear Water Customer:

You received a letter from the City of St. Charles and the U.S. Environmental Protection Agency (USEPA) on May 15, 2024. The City was required to send this letter to any residents who may have a **lead or galvanized water service line** in their home. We understand this letter may have caused some concern and we apologize for any confusion.

Not everyone in the City received this letter. If you received this letter, it is because your home may have been constructed with a **lead or galvanized water service line**, which could leach lead into your home's water.

The City is finalizing a long-term lead line replacement plan. In the interim, there are ways you can reduce your possible exposure to lead in your drinking water until your water service line is replaced:

- Before using any tap water for drinking or cooking, flush your water system by running the kitchen tap on cold for 1- 2 minutes.
- Remove and clean faucet aerators regularly to eliminate any debris such as metal particulates.
- Purchase or lease a home water treatment device. Various types of water treatment devices are certified for household use, and can remove a broad range of contaminants from water – including lead. Any type of water treatment device that you choose should meet National Sanitation Foundation (NSF) standards.
- Test water in houses that have older plumbing. Suburban Laboratories in Geneva, Ill., offers a comprehensive water testing kit for \$100. Visit their website at [drinkingwaterlabs.com](http://drinkingwaterlabs.com) or call them at 708.544.3260 for more information.

The City of St. Charles is committed to providing clean, safe, reliable drinking water to all of our water customers. We encourage you to reach out to us with any questions you may have. Contact our Public Works Department at 630.377.4405 or scan the QR code below with your smart phone camera to visit our website for more information.

