



IMPORTANT NOTICE

PLEASE POST UNTIL DECEMBER 2025

November 15, 2024

The enclosed materials provide important information for water consumers regarding the material of this establishment's water service line.

The water service line material for this establishment is unknown as of the date of this notice for either the city side, the private side, or both.

Receiving this notice does not mean that there is lead material within your water service; however, since the City of Dover does not have a definitive record, there is a possibility.

Commercial and industrial businesses must display the enclosed documents in a conspicuous location for all employees of the establishment to view.

Rental property owners must provide a complete copy of the enclosed materials to all tenants at their affected properties.

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City of Dover, New Hampshire
COMMUNITY SERVICES DEPARTMENT – WATER DIVISION
Public Water Service ID: 0651010

Notice of Unknown Water Service Line Material

Dear Dover, NH Water Customer:

As you may be aware, the City of Dover, NH, in accordance with federal U.S. Environmental Protection Agency (EPA) drinking water regulations, submitted an inventory of all water service lines connected to its public drinking water system. Specifically, the City's inventory includes identification of all known service line materials on both the public and private sides of each service.

The City is sending this notification to all customers in its water system whose service line materials are unknown for either the city side, the private side, or both. Please note that receiving this letter does not mean that there is lead material within your water service; however, since we do not have a definitive record, there is a possibility.

Lead in drinking water can cause serious health problems, especially for young children, infants and developing fetuses. If found, these materials should be replaced as soon as possible. If you suspect there is lead in your drinking water system or live in a home built before 1989, you can mitigate its effects until the plumbing materials are identified and replaced. Find more information below in this letter.

The good news is that together, City staff can help determine your water line material and put your mind at ease. Please contact the City of Dover Community Services Department by phone, or email, for assistance in determining your service line material. If necessary, we can send a City of Dover Community Services employee to help. The process of identifying the service line material inside a building can take less than 30 minutes with no disruption to your water service. Investigations on the exterior of the building may be required but also will not impact service to the property. Any property disturbed as part of the investigation will be returned to its pre-disturbed condition.

Frequently asked questions:

What is a service line?

It's the pipe delivering drinking water from the water main to homes, businesses and schools. It includes a shutoff valve known as a curbstop (typically located at the property line) that delineates maintenance and upkeep responsibilities. The materials on both sides of the service line need to be identified regardless of ownership, per EPA regulations.

Who owns the water service line?

Property owners own and maintain the service line section on their property. Ownership of the curbstop and service line between the curbstop and water main depends on the ownership of the water main.

- **Publicly-owned water mains:** On publicly owned or maintained streets, the city owns and maintains the main, curb stop, and service line to the property line.
- **Privately-owned water mains:** The city does not own or maintain any part of these water mains and service lines, which are found in most private subdivisions governed by a homeowner's association (HOA). Service line ownership depends on the HOA contract.

What are the health effects of lead?

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have an increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

I'm concerned I have lead pipes. What can I do now to reduce exposure?

Identify and replace any lead materials in your water system, including faucets, valves, and soldered joints. Contact the City of Dover Community Services Department for a free water test and to confirm your service line materials.

In the meantime, you can follow the following steps to reduce lead exposure:

- Run your water to flush out lead for a minute or more to flush out the system, especially if the water hasn't been used in several hours.
- Use cold water for cooking and preparing baby formula.
- For those who are pregnant, or for infants and young children, consider using bottled water or use water filters certified for lead removal.
- Clean the faucet screen (also known as aerator) regularly.

What is Dover doing to protect water consumers?

The City of Dover utilizes a corrosion control program to prevent the leaching of lead and copper from pipes and materials within its system. This federal requirement for all public water systems includes sampling and testing of harmful contaminants. Dover's sampling results are below the EPA's Maximum Contaminant Level, published in its annual Consumer Confidence Report. View current and past editions at <https://bit.ly/DoverNHWaterQualityReports>.

Getting my water sampled

If you are concerned about lead in your drinking water, request a test at no cost. Contact the city using the below information, and a representative will work with you to sample and test your water at a certified lab.

Contact the City:

Community Services Department

Phone: 603-516-6450

Email: mike.nadeau@dover.nh.gov

Portal: <https://service.dover.nh.gov/RequestPortal>