



**Drinking Water and
Groundwater Bureau**

City of Dover, New Hampshire
Water Division
Community Services Department
Public Water System ID: 0651010

Water Service Line Investigation Customer Guide

KEEP THIS GUIDE

Please reference this guide for critical information throughout your water service line investigation

Dear Customer,

You are receiving this booklet because your property has been identified as being serviced by an unknown service line that is required to be verified as per the EPA's Lead and Copper Rule Revision (LCRR). This rule applies to all public water systems across the country.

Along with this booklet, you should have been notified via phone, email, and/or letter that your property is scheduled to have your service line investigated.

Within this booklet, you will find information regarding

- Water system provider name and contact information*
- Overview of the Lead and Copper Rule Revision (LCRR)*
- Ownership of Service Lines*
- What to Expect During Investigation*
- Simple Tips to Reduce Lead in Drinking Water*
- Frequently Asked Questions*
- New Hampshire Department of Environmental Services (NHDES) Contact Information*

Regards,

Dan Lynch

*Superintendent of Utilities, Community Services Department
City of Dover, New Hampshire*

WSLI@dover.nh.gov

603-516-6450



Regulatory Overview

Two federal regulations implemented by the U.S. Environmental Protection Agency (EPA) in partnership with the New Hampshire Department of Environmental Services (NHDES) Drinking and Groundwater Bureau guide this program:

2021: EPA Lead and Copper Rule Revisions (LCRR)

Requires Community Water Systems (CWSs) to create an inventory of all service line materials regardless of ownership, including gooseneck and connector materials, by October 16, 2024. Also requires CWSs to send notifications annually to customers where the service line material is unknown, and to customers who have water service lines made with lead or galvanized requiring replacement (GRR).

2024: EPA Lead and Copper Rule Improvements (LCRI)

Requires CWSs to reduce the number of unknown service line materials through water service line investigations, update their Lead Service Line Inventory annually, and replace known lead and galvanized requiring replacement (GRR) service lines in addition to known lead gooseneck and connector materials when connectors are encountered within 10 years.

System Information Overview

Dover Public Water System
PWS ID: 0651010

Water System Address:
288 Central Avenue
Dover, NH 03820

Water System Owner: City of Dover, N.H.
Water Superintendent: John Storer, P.E.
Primary Contact: Dan Lynch, Superintendent of Utilities
Phone Number: [603-516-6450](tel:603-516-6450)
E-mail address: WSLI@dover.nh.gov

A Lead Service Line Inventory (LSLI) was created to document the materials of existing water service lines within the water system. This Lead Service Line Inventory was submitted to the New Hampshire Department of Environmental Services on or before October 16, 2024. To access a copy of the Lead Service Line Inventory (LSLI), please contact the City of Dover's Community Services Department with the contact information above.

What to Expect During an Investigation

YOUR WATER SERVICE WILL NOT BE SHUT OFF!

Continue to use your water as needed during the investigation.

Digging Outside

The City will be digging at the curb stop in the grass or sidewalk area in the public right of way. The City will be identifying the material of your service line through a test pit in the ground.

What if my service line is made of lead?

1

Be on the lookout for information regarding service line replacement from **Dover's Community Services Department — Water Division** in the mail.

2

Continue reading this booklet for resources about lead service lines and lead exposure in drinking water.



Simple Tips to Reduce Lead in Drinking Water



Filter all water used for drinking, cooking, or preparing food. This includes the preparation of baby formula. Point-of-use filters include pitchers or faucet filters.



Flush your tap for at least 5 minutes before drinking or cooking if the water in the faucet has gone unused for more than 6 hours.



Use cold tap water for drinking, cooking, or preparing food. This includes the preparation of baby formula. Hot water is more likely to contain lead than cold water.



Remove faucet aerators and flush cold water taps approximately monthly. After removing the aerator, flush the cold-water lines for 5 minutes. Most aerators can be twisted off the tip of the faucet.



FAQs

What is a lead service line?

A service line is a pipe that connects the water main in the street to household plumbing. Lead is a heavy metal that can be toxic to humans. Some service lines in older systems can be made of lead.

How does lead get into drinking water?

Water mains (the pipes that distribute water throughout the community) are not made of lead.

After water leaves the water main, however, it may be exposed to lead as it flows through the water service line and into in-home plumbing and fixtures. Not all homes contain lead service lines or fixtures, but some older homes do. If your home was built before 1989, its service line may be made of lead. Make sure that any plumbing fixtures you install are certified to be lead-free.

Why do lead service lines need to be identified and removed? Elevated lead levels, if present, can cause serious health problems, especially for pregnant women and young children.

What should I look for when purchasing a filter?

Look for the ANSI/NSF 53 certification for lead removal on filter packaging.

Where can I get my water sampled if I did not have a service line replacement as a part of this program?

Search [NHDES' online Accredited Laboratory Database](#)

The City of Dover is committed to providing a safe source of drinking water to all of its customers. We are ready to answer your questions about water quality and help reduce lead exposure within our public water system.



Resources for more information

City of Dover, New Hampshire

- [Water Service Line Inventory](#)

New Hampshire Department of Environmental Services

- [Lead in Drinking Water website](#)
- Contact dwlead@des.nh.gov

New Hampshire Department of Health & Human Services

- [Lead Poisoning Prevention Program website](#)

United States Environmental Protection Agency

- [Learn about Lead and related resources](#)

The National Lead Information Center

- Lead Hotline: [800-424-LEAD](tel:800-424-LEAD) (5253)

Dover Public Water Drinking System Contact:

Dan Lynch
Utilities Superintendent
[603-516-6450](tel:603-516-6450) or WSLI@dover.nh.gov

