



## Drinking Water and Groundwater Bureau

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

# Water Service Line Replacement Customer Guide

## KEEP THIS GUIDE

Please reference this guide for critical information throughout your lead or galvanized steel service line replacement

*Version Date: 5/7/2024*

 ARCADIS

***Dear Customer,***

*You are receiving this booklet because your property has been identified as being serviced by a lead or galvanized steel service line that is required to be replaced as per the EPA's Lead and Copper Rule Revision (LCRR). This rule applies to all public water systems countrywide.*

*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*
- Replacement Program Process Steps*
- What to Expect During Construction*
- Flushing Protocol*
- Five Simple Tips to Reduce Lead in Drinking Water*
- Filter Best Practices*
- Follow-Up Tap Sampling*
- 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](mailto:WSLI@dover.nh.gov)*

*[603-516-6450](tel: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

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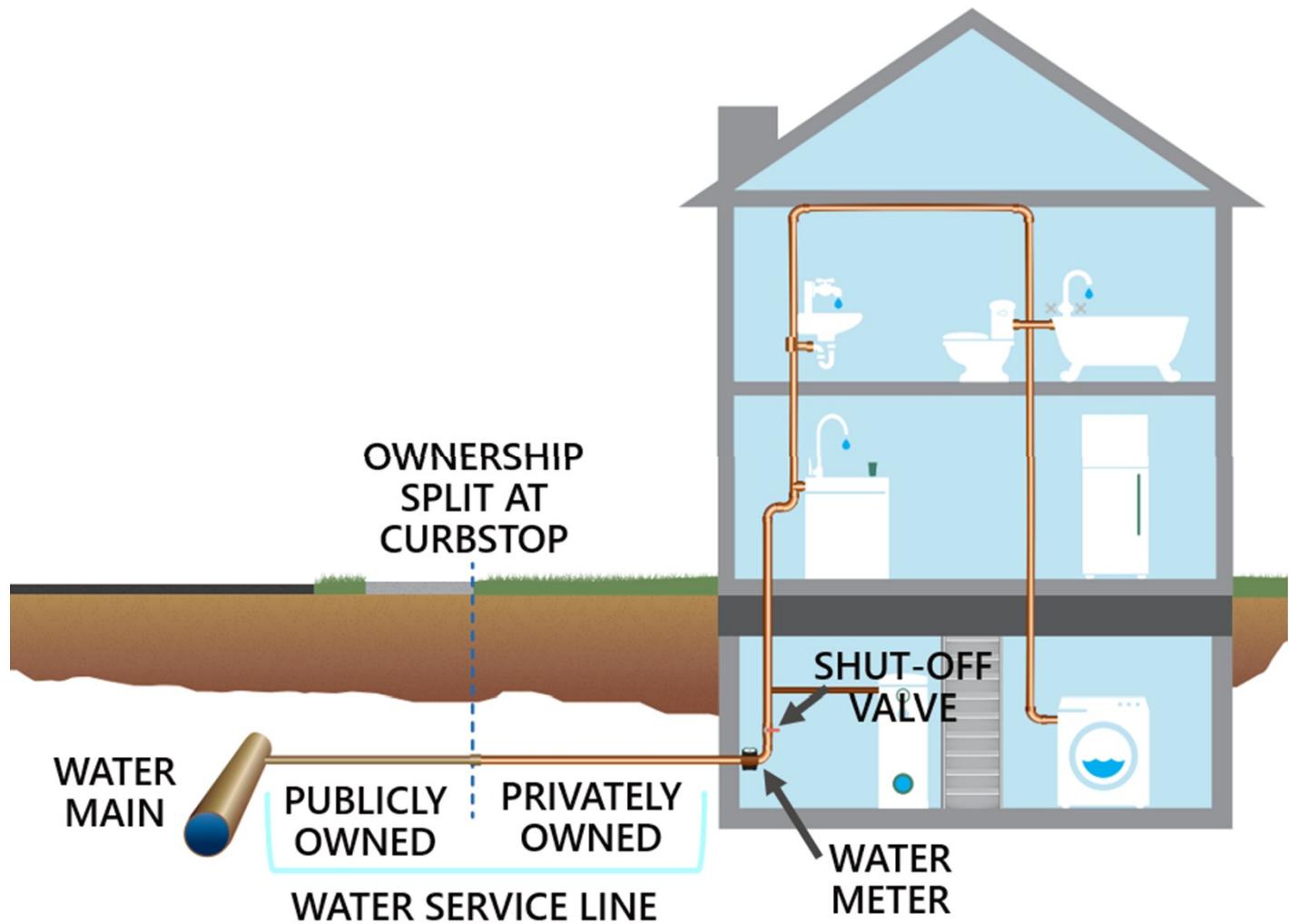
Dover Public Water System  
PWS ID: 0651010

*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](mailto: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.

# Service Line Ownership



In your water system, ownership of the water service line is split between the system and individual property owners.

See infographic above.

**REPLACEMENT:** At your property, replacement is scheduled for the

system side

/ customer side

/ both

# Replacement Process

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1

**Notification** – Upon identification of a lead or galvanized water service line, the City will notify the water customer via phone and/or email that either the system side, customer side, or both sides of the water service line will need to be replaced.

2

**System Side** – The City will work with an approved contractor to replace the water service line from the water main to the curb stop.

3

**Customer Side** – The water customer may elect to use their own contractor if it is determined that the material on the customer side of the service requires replacement.

4

**Duration** – The water service line replacement will take approximately 8-10 hours, depending on the length of the service line and the amount of obstructions along the service line path.

5

**After Replacement** – Flush internal plumbing immediately. For 6 months afterwards, use the provided pitcher filter for all drinking and eating — especially for baby formula.

6

**3 to 6 Months After Replacement** – the public water system utility will provide a water test kit and instructions for follow-up sampling upon request.

# What to Expect During Construction

## Water Service Shutoff

Your water will be shut off during the replacement process, expected to be around 10 hours. We recommend you collect a supply of water in advance for drinking and cooking purposes. You will be notified ahead of the shutoff.

## Digging Outside

The contractor will be digging at the curb stop in the grass terrace and sidewalk area. To minimize digging, the contractor may use trenchless methods between the curb stop and your home.

## In-home Construction

If the meter or water service line is behind a finished wall or floor, you are responsible for removing the obstructions and granting access for work.

## Flushing New Service Line

The contractor will flush your new water service line through an outside spigot to remove any debris or sediment after construction.

## Restoring the Area

The contractor will restore any disturbed grass and/or concrete areas.

### Reminder:

- The homeowner or designee must be at the property during access in the home.**

# Flushing Protocol



**Filter all water used for drinking, cooking, or preparing food. This includes preparation of baby formula.**



## DO NOT FLUSH:

- Location with a dedicated filter (i.e., a filter that cannot be bypassed).
- Faucets where the aerator cannot be removed (e.g., if rusted).



## Flushing Protocol

This method is for flushing all indoor taps at once after a service line replacement.



Remove aerators from all faucets that will be flushed. If the aerator cannot be removed, skip that faucet when flushing.



Starting at the lowest level of the home, turn on all **cold water** taps to the fully open position. This includes bathtubs, bathroom sinks, laundry sinks, and kitchen sinks.



Once all taps are open, set a timer for **30 minutes**.



Make sure sinks do not overflow! Monitor the drainage during the flushing.



After **30 minutes**, turn off in the same order they were turned on (i.e., lowest floor first). Reinstall aerators.

# Five Simple Tips to Reduce Lead in Drinking Water

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- Complete the flushing protocol immediately following replacement.**
- Filter all water used for drinking, cooking, or preparing food for 6 months following replacement.**  
This includes the preparation of baby formula.
- 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.



# Filter Best Practices

A portion of the water service line that serves your home from the water main will be replaced with a copper or plastic pipe.

6-months worth of point-of-use filters will be provided for your use – follow the best use practices included below.



**Filter all water used for drinking, cooking, or preparing food. This includes the preparation of baby formula.**



**Use filtered cold water for drinking, cooking, or preparing food for 6 months after replacement**



**Create a reminder to replace your filter cartridge regularly**

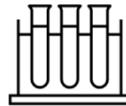


**Filtered water is not needed for showering, washing dishes, or watering plants**



**Review and follow the manufacturer's instructions included with your filter**

# Post-Replacement Sampling



## Confirmation Sampling 3 to 6 months later

*(Upon Request)*

Federal requirements require the public water system to sample your tap water 3 to 6 months after the replacement of your lead or galvanized steel service line **upon request**.

Please call the City of Dover's Community Services Department's Water Division at 603-516-6450 to request sampling and for tap sampling instructions.



Program staff will leave a door hanger or mail you a notice that follow-up sampling will be performed (if requested by you, the homeowner).



A sample kit with required materials and instructions will be dropped off at your house if requested.



Sampling needs to be performed after a 6-hour period of no water use (usually first thing in the morning is best).



Once you have collected your samples, please follow the notification instructions provided with the sample kit.

# FAQs

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## ***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](mailto: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](mailto:WSLI@dover.nh.gov)

