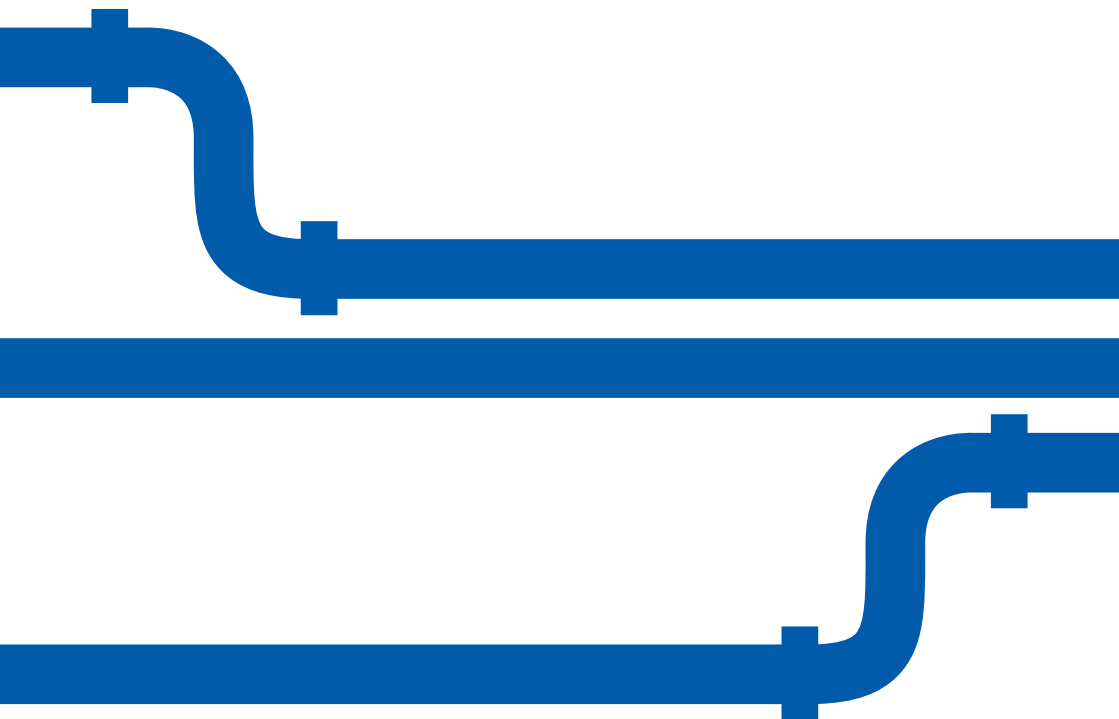

IF THERE IS LEAD IN YOUR WATER, WHAT CAN YOU DO ABOUT IT?



IMPORTANT - PLEASE READ

IS THERE LEAD IN YOUR WATER?

If you have lead pipes, either in your household plumbing, or connecting you to the mains water supply, there may be small amounts of lead in your water.

Small amounts of lead are passed from the lead pipework into the drinking water. The Department of Health advises that lead can be harmful if levels build up in the body.

HOW TO TELL IF YOU HAVE LEAD PIPES

If you live in an older property – for example if it was built before 1970 – you could have lead pipework.

Checking your stop tap

The stop tap in your property can be made from different materials. If you can locate it and look at it, you may be able to work out what type of material it is made of by comparing it against the picture.



In order from left to right: lead, specialist barrier pipe (copper and plastic), plastic, copper.

If your pipework is more modern, it might be blue and made of plastic.

WHAT TO DO ABOUT LEAD PIPES?

If you suspect you do have lead pipes, or lead solder on your copper pipes, our advice is to get them replaced as soon as you can.

Act now:

- Go to www.nwl.co.uk and search for lead for more information.
- Contact an approved contractor.
- Call our Customer Contact Centre on 0345 717 1100 for advice and a free appointment to test your water.

If you rent your home, speak to your landlord. We can send you an extra copy of our water sample analysis for you to pass on to them.

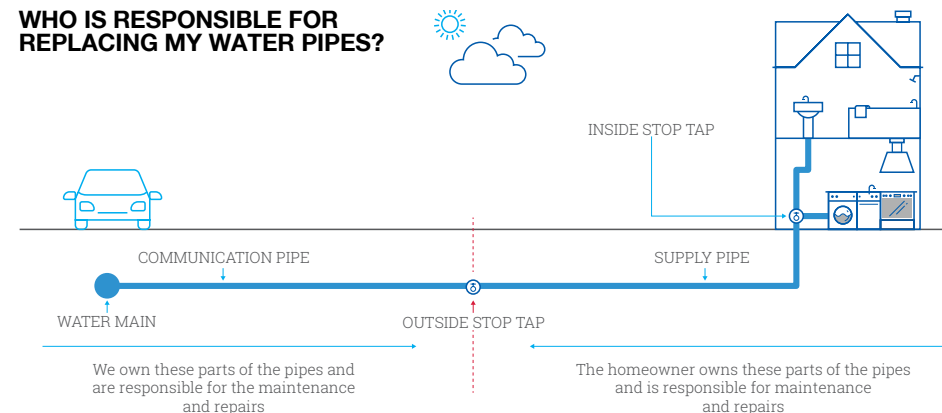
In the meantime, there are steps you can take to reduce the amount of lead in your drinking water (see the section on flushing advice).

WHAT AFFECTS LEAD LEVELS IN MY WATER?

- If your internal pipework was installed before 1987, it's possible that it may be joined with lead solder. Lead solder was typically used on copper pipework for drinking water and heating systems and was banned in 1987. Check for lead solder on your pipe joints. A registered plumber can help you check or lead solder, or there are over the counter lead test kits available.
- The amount of lead that the water is in contact with – how long the pipes are.
- How long it's in contact with the pipes, for example, overnight or while on holiday – flushing can reduce this (see the section on flushing advice).
- The water temperature – warmer water dissolves more lead.

WHAT IF I HAVE LEAD PIPES?

WHO IS RESPONSIBLE FOR REPLACING MY WATER PIPES?



The section of the pipe running from the water main to your private boundary (usually the outside stop tap) is **OUR** responsibility.

Homeowners/landlords are responsible for the section running from the property boundary into your property. **Homeowners/landlords** are also responsible for all the internal pipework in the property.

Our commitment to you

We treat water so that it forms a coating on the inside of lead pipes. This protective coating reduces the amount of lead dissolving into your water.

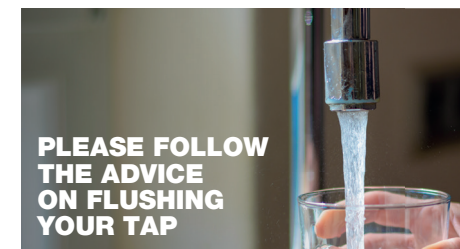
The current UK water quality standard for lead in drinking water is 10(ug/l) micrograms of lead per litre of drinking water. We test hundreds of tap water samples each year.

- If your water sample shows lead is present above 4 ug/l, we'll remove any source of lead from the pipework that's ours.
- If lead is present but below the standard and you choose to replace all the lead in your pipework, we'll replace lead pipework on our side free of charge.

FLUSHING ADVICE

Before you drink, cook or clean your teeth, flush the water to draw in fresh mains water first.

- Avoid using water that has been standing in pipes overnight.
- Run the cold tap for about five minutes in the morning or if you've been away from home. You can use this water for watering the garden or cleaning the car.
- If your stop tap is more than 50 meters (160 feet) from the mains in the road, run the water a couple of minutes longer.
- Always run the tap before making up bottle feeds for infants.
- Flushing your toilet and taking a shower will help to naturally flush your water.



INFORMATION ABOUT LEAD PIPES

www.nwl.co.uk/help/lead-pipes

HEALTH INFORMATION AND ADVICE

Public Health England (now known as UKHSA)

www.gov.uk/government/publications/lead-properties-incident-management-and-toxicology

If you're worried about the effects of lead in drinking water on your health, contact your GP.

HELP FINDING A PLUMBER

WaterSafe is a free online search facility funded by the water industry to help customers find competent and qualified plumbers in England, Scotland, Wales, and Northern Ireland.

To find out more about WaterSafe or to search for a plumbing business in your area, visit www.watersafe.org.uk.