

Rock Rapids Municipal Water Works a/k/a Rock Rapids Municipal Utilities customers receive notification letters about their service lines

Rock Rapids Municipal Water Works a/k/a Rock Rapids Municipal Utilities (RRMU) is notifying residents about the status of their water service lines as part of recent changes to the Environmental Protection Agency's (EPA) lead and copper rule. The rule changes call for every water utility in the United States, including RRMU, to notify customers with service line materials classified as unknown, lead or galvanized requiring replacement.

Please see a list of Frequently Asked Questions:

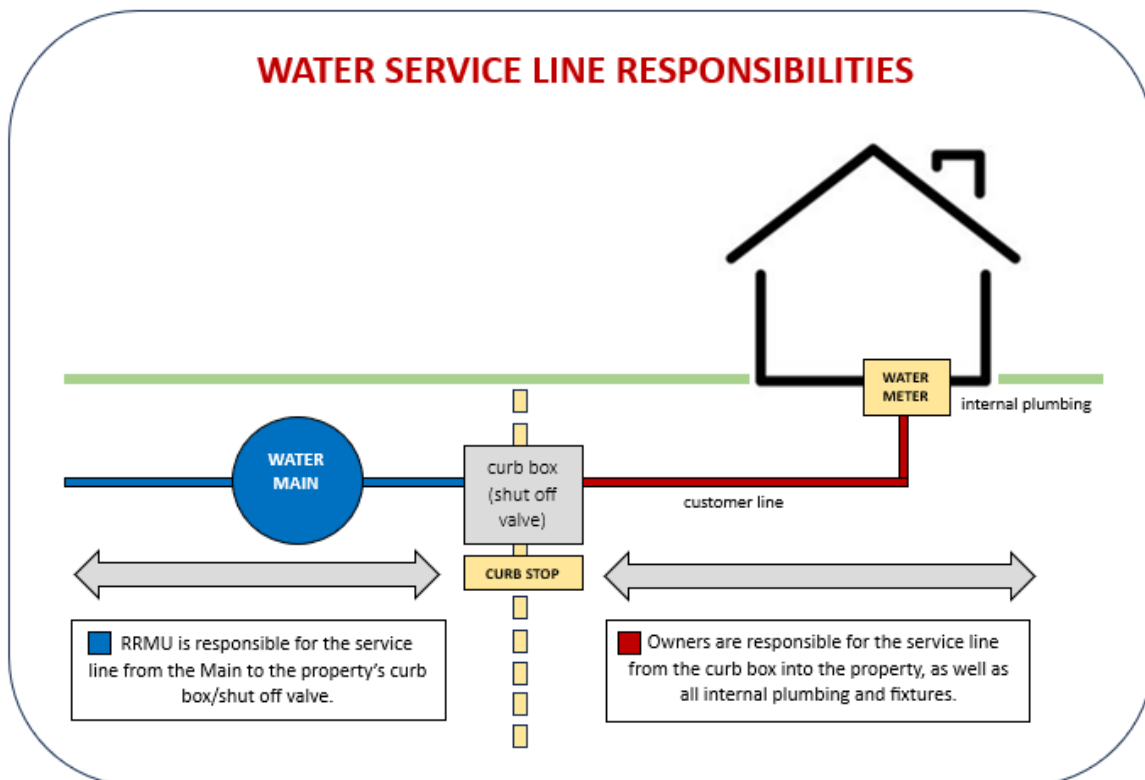
Why did I receive this notice?

You received a notice for one of three reasons. Either a) your service line has been identified as one with lead plumbing, b) your service line has been identified as one with galvanized plumbing, or c) you did not return a service line survey that was sent to you, so your service line has been marked as unknown as RRMU does not know what material is contained in your service line.

What are the EPA's lead and copper rules?

The EPA's 2021 Lead and Copper Rule Revisions (LCRR) required water utilities to compile a Service Line Inventory and submit it by October 16, 2024. On October 30, 2024, the EPA issued the final Lead and Copper Rule Improvements (LCRI). Water systems will have 10 years after implementation of the LCRI to identify the materials of all service lines, meaning identifying all unknown service lines.

What is a service line?



The service line is a pipe that connects the water main (larger pipe that carries water from the treatment plants) to homes and businesses. It consists of two sides, the public RRMU-owned side and the private customer-owned portion. The Service Line Inventory must contain the location and material composition of both sides of the service lines. Property owners are responsible for maintaining the private portion of the service line, including replacing any lead plumbing inside their premises and along their property coming from the meter.

The LCRI includes a 10-year timeline for the completion of the Service Line Inventory and the replacement of any lead and galvanized lines requiring replacement found on the public RRMU-owned side as part of this effort. If only one side of the service line is known, the whole line must be labeled as unknown, which is why residents are being asked to help identify service line materials on their side of the meter.

How do the changes to the lead and copper rules impact Rock Rapids' water system?

RRMU is committed to providing ongoing superior rated drinking water services. RRMU's tap water meets all established regulatory requirements for drinking water. You can read our most recent water quality report here: <https://rockrapids.net/services-1#b592fa2d-4c83-4d4c-9eb7-b3b902142ff6>

RRMU also does lead and copper testing every three years as required by Iowa Department of Natural Resources.

What can residents do if they receive a notification?

1. Check service line material: Residents should look at their service lines. If they are unable to identify the line, please call us at 712-472-2511 and we can send someone out to inspect the line.
2. Complete a survey: RRMU encourages customers to fill out a simple Customer Service Line Survey to help identify their service line material, which will help update the RRMU Service Line Inventory. The link to the survey can be found here: <https://bit.ly/RRMUwaterlinesurvey>

Customers with inquiries may send an email to customerservice@rockrapids.net for assistance.