

How to Assist Customers with Concerns About Lead in the Water Supply

1. How can a customer determine if they have a lead service lead?
 - a. Contact the Water Distribution Department that operates and maintains their distribution system.
 - b. Inspect the water pipe entering the house to the meter.

2. Who does a customer with a lead service lead contact to have the lead service lead replaced?
 - a. Contact the Water Distribution Department that operates and maintains their distribution system.

3. How can a customer have water tested for lead?
 - a. Contact the Bay County Health Department Environmental Health Division at (989) 895-4006, extension 3.
 - i. The Health Department will provide a sample bottle, instructions for drawing the sample, and the address and cost for the lab to send the sample to for analysis.
 1. Results are sent directly to the customer.
 2. Encourage the customer to share the results with their distribution system operator.
 3. Cost for testing the water is approximately \$16-\$18.