

Answers to Frequently asked questions.

Is my water safe to use and drink?

Yes, your water is currently safe to drink. However, as part of our commitment to ensuring the highest water quality standards and to maintain compliance with new regulations, we were required to inform you via mail that you have a lead, galvanized, or unknown material water service.

In accordance with regulations and guidelines set forth by the Commonwealth of Massachusetts and the Environmental Protection Agency (EPA), regular testing and monitoring of water quality are conducted at specific water services to ensure compliance with safety standards. Our water system is monitored and treated to meet these stringent requirements, and no lead action level exceedance has been identified.

To help reduce your lead exposure, run your water before drinking and cooking. Water that sits stagnant in a lead pipe for a prolonged period is most likely to contain lead.

Why are lead pipes harmful?

According to the EPA, CDC, and WHO, lead is a toxic, malleable metal that poses a serious health risk when consumed. However, your water is currently safe to use and consume, even if your pipes are lead. Our water is treated to prevent corrosion of the pipes and the dissolution of lead into the water.

To help reduce your lead exposure, run your water before drinking and cooking. Water that sits stagnant in a lead pipe for a prolonged period is most likely to contain lead.

Why are galvanized pipes harmful?

Galvanized pipes are iron, or steel pipes coated in zinc on the exterior to provide corrosion resistance. These pipes were historically used in conjunction with lead pipes or can be lined on the interior with lead. Lead can be absorbed by these pipes and re-released over time if the water conditions are not treated for corrosion control. Our water is treated to prevent corrosion of the pipes and the dissolution of lead into the water.

To help reduce your lead exposure, run your water before drinking and cooking. Water that sits stagnant in a lead pipe for a prolonged period is most likely to contain lead.

Why are unknown material pipes harmful?

Unknown material pipes could be made of Lead or Galvanized materials and, therefore, could contain lead.

Ask the caller to follow the directions in their letter to complete the self-assessment. They can find the QR code on page two and follow the directions from their mobile device.

If they cannot find their letter, or cannot complete the self-assessment, offer to schedule a time for operations staff to come to their house and identify their service for them.

To help reduce your lead exposure, run your water before drinking and cooking. Water that sits stagnant in a lead pipe for a prolonged period is most likely to contain lead.

How do I know if I have lead piping?

Ask the caller for their address. Use that information to look up their specific service record in the inventory to identify their service line.

If their service still cannot be identified (because it is unknown in the inventory) ask the caller to follow the directions on their letter to complete the self-assessment. They can find the QR code on page two and follow the directions from their mobile device.

If they cannot find their letter, or cannot complete the self-assessment, offer to schedule a time for operations staff to come to their house and identify their service for them.

Why am I only finding out about this now?

Historically, regulations have required water systems to utilize corrosion control treatment to prevent the dissolution of lead from legacy pipes into the water. Regulations and guidelines set forth by the Commonwealth of Massachusetts and the EPA require regular testing and monitoring of water quality at specific water services to ensure compliance with safety standards. Our water system is monitored and treated to meet these stringent requirements. And no lead action level exceedance has been identified.

The EPA and the Commonwealth of Massachusetts have recently released new regulations requiring water systems to identify water service materials and inform customers who have lead, galvanized, or unknown-material water services that could be at an increased risk of lead exposure than someone without a lead service.

Who owns the Water Service?

You and the water system jointly own the water service. The system owns the portion of the service under the road and up to the property line. The portion of the service over your property is owned by you.

What is the plan moving forward?

We are still discussing internally the plans for replacing lead service lines. As soon as we have information to share, we will contact you.

Will you replace my water service?

Our system has a longstanding policy of not completing work on private property.

Is this going to cost me anything?

We are still discussing internally the plans for replacing lead service lines. As soon as we have information to share, we will contact you.

Do I need to take any action?

You are not required to take any action. The Sudbury Water District is providing this information for your benefit and awareness. Our website has links to government websites that provide tips and tricks for minimizing your potential exposure to lead.

Can I pay to have my water service replaced?

Yes, you can hire a contractor to replace your portion of the water service. Please inform us if you choose this option, and we may replace our portion of the service at the same time.

The System maintains a list of approved water service contractors. We can provide you with the list if you wish.

How much will it cost to have my water service replaced?

We cannot provide estimates for private-side replacements as it is our current policy not to complete service replacements on private property.

The System maintains a list of approved water service contractors. We can provide you with the list if you wish.

Where can I go to find other useful information?

Our website has additional information and useful links to other resources.