



CHRIS D. LUDLE
Service Director

SCOTT D. MOEGLING, P.E.
Water Bureau Manager

SHAMMAS MALIK, MAYOR

AKRON WATER SUPPLY BUREAU

1570 Ravenna Road
Kent, Ohio 44240
Phone: (330) 678-0077
www.akronohio.gov

November 25, 2025

Re: Annual Notification of Confirmed Galvanized Requiring Replacement Service Line

Dear Akron Water Customer:

The Akron Water Supply Bureau (AWSB) is a public water system (PWS) responsible for providing drinking water to your location. This notification is required of us because our records indicate this home or building has a galvanized requiring replacement (GRR) service line. A service line is a pipe that connects a water main to the building. All service line materials for the AWSB are published in our Service Material Information located at: www.akronohio.gov/lead.

Why am I receiving this notice?

Under the authority of the Safe Drinking Water Act, the US Environmental Protection Agency (EPA) requires us to notify water customers who are served by a GRR service line. A GRR service line is where a galvanized steel service line is, was, or ever could have been located downstream of a lead service line. In Akron, this always refers to the customer-owned portion of the service line, and only if the home was built before 1931. AWSB ceased installing lead service lines on the public-owned side in 1931 and therefore any galvanized service line on the customer-owned side installed after 1931 could not have been downstream of lead. Additionally, we have never found lead on the customer-owned portion of the service line. Under EPA requirements, we must consider a GRR service line to be equivalent to a lead service line.

Even though you do not have a lead service line, we are required to provide the following public health language: *The existence of a lead service line does not necessarily mean that lead is present in your drinking water. AWSB has used a corrosion control treatment practice for many years that significantly reduces the possibility of exposure to lead. However, the presence of lead or GRR pipes will always come with a potential risk of exposure. We are required to continue providing this notice annually until the GRR line at your property is removed. Additional information about lead and water can be found at the website shown in the first paragraph. All of our lead sampling results, including our most recent, can be viewed in our annual Water Quality Report at www.akronohio.gov/departments/service/water_supply_bureau/reports.php*

The City of Akron Lead Service Line Replacement Program

AWSB is dedicated to providing equitable access to high-quality water and protecting public health. In addition to our highly effective corrosion control treatment, AWSB has been removing lead service lines since the early 1960s because of the potential health risk. **On November 19, 2025, AWSB removed our last documented active lead service line and became the**

largest city in Ohio to achieve this! We finished this monumental accomplishment 2-years ahead of schedule and also plan to be GRR-free by the end of 2027. We are also beginning a program where customers who may have to replace their galvanized steel house line may be eligible for free replacement if it meets certain USEPA criteria to be called GRR pipe. **The postcard letter you received in the mail that contained the URL and QR code linking you to this letter is our notification that you may be eligible for this one-of-a-kind program.**

What are the Health Effects of Lead?

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Contact your health care provider for more information about your risks.

What Can I Do to Reduce Exposure to Lead if Found in My Drinking Water?

AWSB promotes our Healthy Water Habits of **Flush Faucets, Clean Aerators, and Drink Cold** to help ensure the highest quality of water is coming out of your tap. Our simple fact sheet illustrates these Habits and can be found at: www.akronohio.gov/healthywaterhabits.

Specific actions you can do to reduce the risk of Lead exposure include the following:

- **Flush your tap if it has been unused for 6 or more hours.** Lead levels increase over time as water sits in lead-containing plumbing materials. Since the water leaving our treatment plant contains no lead, regular water usage in your home or building can reduce lead levels in drinking water. When water has not been used for 6 hours or more, homes and buildings served by lead service lines should be flushed until you note a temperature change, then flush for an additional 30 seconds to 3 minutes.
- **Regularly clean your faucet aerators.** Over time, particles containing lead can build up on the inside of aerator screens. Cleaning aerators regularly will help eliminate this source of lead.
- **Use cold water for cooking, drinking and preparing baby formula.** Do not cook with, drink, or make baby formula from your hot water tap. Lead dissolves more easily in hot water. Always use cold water and heat if needed.
- **Do not boil water to remove lead.** Boiling water will not reduce lead and can actually increase it.
- **Use an ANSI certified lead filter.** Filters certified to the ANSI/NSF 53 standard for lead removal can be effective at reducing lead levels in water.
- **For pregnant persons, infants, and young children.** Some populations such as pregnant persons, infants, and young children may be more at risk from the harmful effects of lead. These populations may consider taking extra precautions if their home is served by a lead service line. These extra precautions may include having their drinking water analyzed for lead, using an alternative source of water, such as bottled water, or utilizing a filter certified to ANSI/NSF 53 standard for lead removal.
- **Replace old faucets and plumbing fixtures that may contain lead.** Faucets, valves, and other plumbing fixtures manufactured before 2014 may contain lead. Identify these fixtures in your building and replace them when appropriate.
- **You may wish to have your child's blood tested for lead.** Your local health department can be reached at 330-926-5600. Additional information can also be found at www.scpb.org/healthy-homes/lead-poisoning-prevention

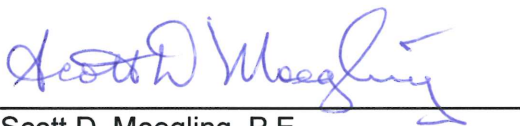
What Can You Do About Your Galvanized Requiring Replacement Service Line?

As your water supplier, we are required to replace the portion of your service line that is lead if it is on the public-owned side. Since Akron has no more lead service lines, you are being notified of the likelihood you have a GRR that was or could have been located downstream of a lead service line at some point in time. This will be the portion on the customer-owned side, called the house line. We are required to offer to replace this line as long as it meets the required criteria. If you do not agree that your building or home is served by a GRR material (perhaps it was replaced without our knowledge at some time in the past), please notify AkronWaterSupply@akronohio.gov so we can update our records.

For More Information, please visit www.akronohio.gov/lead or visit USEPA's website at www.epa.gov/lead; or visit Ohio EPA's [Learn About Lead | Ohio Environmental Protection Agency](http://www.ohioepa.gov/learn-about-lead) website. For information about other lead exposures, please visit the Ohio Department of Health's www.odh.ohio.gov/know-our-programs/childhood-lead-poisoning/welcome website.

Please share this information with all the other people in this home or building, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

If you require further information or have any additional questions, feel free to contact me at smoegling@akronohio.gov.



Scott D. Moegling, P.E.
Akron Water Supply Bureau Manager