

On November 15, 2024 the City provided a mass mailing to its water customers, in order to fulfill a United States Environmental Protection Agency (EPA) mandate. The letter contained notification language mandated by EPA Rule, based on service line inventory material type information collected by the City. The City has received some frequently asked questions about the letter received and would like to provide the following responses.

Frequently Asked Questions:

Q1. What does this letter mean?

A1. The letter explains what service line material you have, if you have received a letter stating “Notice of Unknown Service Line Material” it means that based on the survey results for the property there was not enough information to identify the material type for the entire length of your service line. It does NOT mean the service line is lead.

Q2. Do I have to do anything regarding this letter?

A2. No action is necessary at this time. This is to inform you of the results of the survey.

Q3. Why am I receiving this letter?

A3. This letter, and the completed survey are mandated by the EPA in an attempt to minimize the potential for lead in drinking water by identifying and remove lead service lines. Every city across the nation is completing the survey and sending the letters like the one you received.

Q4. Is the water safe to drink?

A4. Yes, the water is safe to drink, cook with etc. The City does regular sampling of water across the water system and have not had any sample results that do not meet applicable standards. All sampling results and contaminant standards are available to the public via the Consumer Confidence Report, or CCR at the following URL to the City’s web page.

https://www.cityofglasgowmt.com/files/ugd/ae3595_c426f7337fc1421bb4e6ca0aba3dbcd1.pdf

You can also scan the following QR code to find your specific service line material inventory information on a map of the City.



If the information on the map at the above the QR code is not current please contact the City at waterdept@cityofglasgowmt.com to provide additional information.

Q5. Will the City test my water for lead to determine if it is safe?

A5. The City will sample the water from your individual service line for lead by appointment upon request. Please contact the Water Department at waterdept@cityofglasgowmt.com for more details and to schedule an appointment.

Q6. Where can I find more information about lead in drinking water, its effects, and what to do about it?

A6. Please refer to the two URL links in the last two paragraphs of your letter for more information.
