

# Failure to Replace Lead Service Lines Notice

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

### Some homes in the City of Syracuse have experienced elevated lead levels in water due to lead service lines and fixtures

Our water system recently violated a drinking water requirement. Even though this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we did (are doing) to correct this situation.

We routinely sample water at consumers' taps for lead. The tests from the January-June 2024 sampling period showed lead levels in the water above the limit, or "action level," so we are required to replace lead service lines in the distribution system. Lead service line replacement should have been installed by July 2025, but installation is incomplete.

#### What should I do?

Listed below are some steps you can take to reduce your exposure to lead:

- **Use your filter properly.** Using a filter can reduce lead in drinking water. If you use a filter, it should be certified to remove lead. Read any directions provided with the filter to learn how to properly install, maintain, and use your cartridge and when to replace it. Using the cartridge after it has expired can make it less effective at removing lead. Do not run hot water through the filter. For more information on facts and advice on home water filtration systems, visit EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/home-drinking-water-filtration-fact-sheet> and EPA's [Consumer Tool for Identifying Drinking Water Filters Certified to Reduce Lead](#).
- **Clean your aerator.** Regularly remove and clean your faucet's screen (also known as an aerator). Sediment, debris, and lead particles can collect in your aerator. If lead particles are caught in the aerator, lead can get into your water.
- **Use cold water.** Do not use hot water from the tap for drinking, cooking, or making baby formula as lead dissolves more easily into hot water. Boiling water does not remove lead from water.
- **Run your water.** The more time water has been sitting in your home's pipes, the more lead it may contain. Before drinking, flush your home's pipes by running the tap, taking a shower, doing laundry, or doing a load of dishes. The amount of time to run the water will depend on whether your home has a lead service line or not, as well as the length and diameter of the service line and the amount of plumbing in your home. Residents may contact us at 315-448-8354 for recommendations about flushing times in their community.
- **Learn what your service line material is.** Contact us at 315-448-8354 or email [WaterLead@syr.gov](mailto:WaterLead@syr.gov) or a licensed plumber to determine if the pipe that connects your home to the water main (called a service line) is made from lead, galvanized, or other materials. To find out about what we are doing to replace lead service lines, please visit [syr.gov/Lead-Free-Syracuse](http://syr.gov/Lead-Free-Syracuse) or contact us at 315-448-8354 or email [WaterLead@syr.gov](mailto:WaterLead@syr.gov). [Protect Your Tap: A quick check for lead](#) is EPA's on-line step by step guide to learn how to find lead pipes in your home.
- **Learn about construction in your neighborhood.** Contact us 315-448-8354 or email [WaterLead@syr.gov](mailto:WaterLead@syr.gov) to find out about any construction or maintenance work that could disturb your service line. Construction may cause more lead to be released from a lead service line if present.
- **Have your water tested.** Contact us at 315-448-8354 or email [WaterLead@syr.gov](mailto:WaterLead@syr.gov) to have your water tested and to learn more about the lead levels in your drinking water.

#### What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours. Typically, lead enters water supplies by leaching from lead or brass pipes and plumbing components. New lead pipes and plumbing components containing lead are no longer allowed for this reason. However, many older homes may contain lead pipes. Your water is more likely to contain high lead levels if water pipes in or leading to your home are made of lead or contain lead solder.

*\* **Health effects of lead.** Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems. \**

## What is being done?

The City of Syracuse Water Department treats drinking water with orthophosphate, a food-grade additive approved by the FDA and recognized by the EPA for reducing lead levels by coating lead service lines. The City continues to monitor water quality, actively replaces lead lines during projects, and is developing a plan to replace all 17,000+ lead service lines ahead of the EPA's deadline. The City of Syracuse will complete the replacement of the required number of lead service lines identified in this notice by Fall 2026.

For more information, please contact the Department of Water at 315-448-8354, [WaterLead@syr.gov](mailto:WaterLead@syr.gov) or 101 North Beech Street, Syracuse, NY, 13210.

*\*Please share this information with all the other people who drink this water, 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. \**

This notice is being sent to you by the City of Syracuse Department of Water State Water System ID: #NY3304334.

Date distributed: December 2025.