

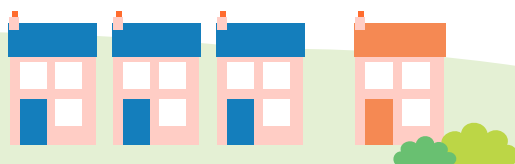


WATER QUALITY INFORMATION

WAS YOUR HOUSE BUILT BEFORE 1970?

If your house was built before 1970 there is a chance it will have lead pipework.

Here at Portsmouth Water, we strive to deliver excellence in our water supply, always. This is why we are creating a new project which you, our customers, can take part in!



DID YOU KNOW?

3 in 4

houses in Portsmouth
may contain lead pipes



Introduction

The use of lead (Pb) for plumbing was phased out in the 1960's. However, many properties still have lead pipes. There are 70,640 houses in Portsmouth built before 1972. So, if your house was built before 1970 there is a chance it will have lead pipework. Without appropriate water treatment the lead from these pipes could find its way into the water within your house, and over a very long period potentially be harmful to your health.

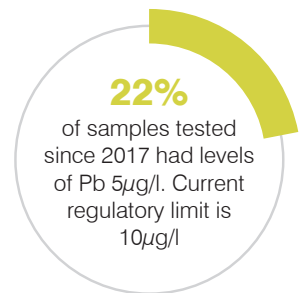
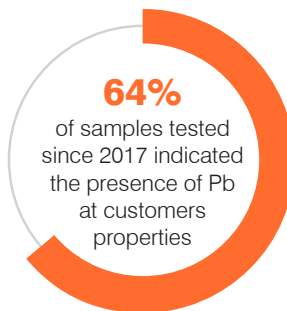
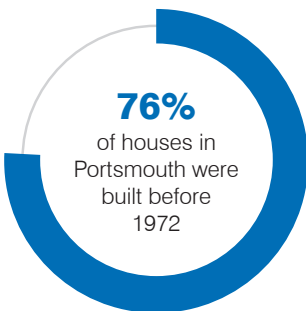
The drinking water supplied by Portsmouth Water is moderately hard and this goes some way towards providing a natural protection against lead dissolving into your drinking water. Additional treatment at our water supply works helps to reinforce this protective barrier, again reducing the amount of lead that dissolves into your water supply.

So, what do we want to do?

The current legal limit for traces of lead in drinking water is $10\mu\text{g/l}$ (micrograms per litre).

We want to minimise the level of lead exposure to our customers by ensuring our treatment processes are fully optimised. By doing this, we feel we will be continuing to push ourselves to ensure we are supplying our customers with world class water quality.

DID YOU KNOW?



How are we going to do it?

In the 1st phase of the project we will collect data via a focused sampling survey.

This will mean collecting regular samples from properties where we know lead is present, to monitor the lead levels.

This will allow us to verify and optimise the treatment process.

This is where we need you!

Once we have confirmed the presence of lead pipes, our trained lead technician will agree a sampling programme with you.

This will involve dropping off 2 bottles for you to fill, and then, simply leave the bottles on your doorstep and we will collect the bottles and send them to our lab for testing.

Do not worry if you are not at home, we can agree a safe place for the bottles to be left, it is as easy as that!



So, why is this beneficial to you?

We will be able to keep you up to date with the results we get from your water, offering you easy access to one of our trained staff members for any queries or concerns you may have.

Portsmouth Water would also like to thank our customers who chose to take part by offering a voucher of £125, which is the average cost of a Portsmouth Water annual bill.

Once the project is completed, if you decide to renew your lead pipework, we will make sure to replace our part of the service pipe between the water main in the street and the stop valve. We will do this FREE of charge.

How to get involved

If you are interested in taking part, simply contact us.

 leadinfo@portsmouthwater.co.uk

 **023 9249 9666**

We will inform you of the next steps to get you started on the program and be able to answer any queries you have.

