

From: [Shekter Smith, Liane \(DEQ\)](#)
To: [Busch, Stephen \(DEQ\)](#); [Benzie, Richard \(DEQ\)](#); [Pryby, Mike \(DEQ\)](#); [Rosenthal, Adam \(DEQ\)](#)
Cc: [DeBruyn, Dana \(DEQ\)](#); [Hoeh, Jeremy \(DEQ\)](#); [Monosmith, Carrie \(DEQ\)](#); [Bloemker, Jon \(DEQ\)](#); [Donaldson, Kristina \(DEQ\)](#); [Lachance, Amy \(DEQ\)](#); [Thomas, Chuck \(DEQ\)](#); [Philip, Kris \(DEQ\)](#)
Subject: FW: Handling Inquiries About Lead in Drinking Water
Date: Thursday, October 08, 2015 5:35:00 PM

FYI

Liane J. Shekter Smith, P.E., Chief
Office of Drinking Water and Municipal Assistance
Michigan Department of Environmental Quality
517-284-6543

From: bballard@mi-water.org [mailto:bballard@mi-water.org]
Sent: Thursday, October 08, 2015 5:23 PM
To: Shekter Smith, Liane (DEQ)
Subject: Handling Inquiries About Lead in Drinking Water

The recent media [coverage](#) on lead in drinking water in Flint may prompt media or customer inquiries about lead and other water quality issues. Water utilities should be prepared to answer questions about their water quality and general questions about risks associated with lead.

AWWA has [numerous resources to assist you](#) in responding. In addition, direct-to-consumer information is available on the [Drinktap.org](#) site. Utilities should be able to answer questions about:

- Corrosion control strategies
- Compliance with the Lead and Copper Rule
- Testing water at the tap (e.g., does the utility provide testing, and if not, who does?)
- How to determine if a home is at higher risk due to lead service lines or other factors
- Communications with local schools

The 2014 document [Communicating About Lead Service Lines](#) has message points that may be particularly helpful as utilities evaluate their responses. Other helpful documents include:

- [Strategies to Obtain Customer Acceptance of Complete Lead Service Line Replacement](#) (2005)
- [Assisting Schools and Child Care Facilities in Addressing Lead in Drinking Water](#) (2005)

For more information about AWWA resources on lead, please contact [Greg Kail](#) in AWWA Communications.

The Michigan Section will be gathering together resources and posting links to the Section website as well.

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Michigan Section American Water Works Association
PO Box 150469
Grand Rapids, Michigan 49515

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