

Subject: Requesting Water Quality Sampling in Your Home

Dear Customer,

The State of Florida requires utilities to conduct water quality sampling for lead and copper in customers' homes every 3 years. Lead and copper can enter tap water through household plumbing materials; therefore, it is important to include samples collected inside customers' homes to ensure high quality water is delivered all the way to your tap. **Since your home was constructed between 1983 and 1985, we are asking you to participate in this important monitoring effort.** You will not be charged for this sampling effort.

Since the initiation of this testing program in 1992, GRU has never detected lead or copper concentrations above the federal drinking water standards in the customer tap water samples or from GRU's distribution system. GRU appreciates your help in demonstrating the safety of the water inside homes within our service area.

Within the next few weeks, GRU will drop off a sampling kit and instructions. You will be notified by phone when the kit has been delivered. To show our appreciation for your participation and quick turnaround, we will provide you with a GRU bill credit.

***If you collect your sample and notify GRU that it is ready for pick-up by August 19th, GRU will provide a credit of \$50 on your utility bill.***

If you have any questions or concerns, please contact Ms. Natalia Larsen at (352) 681-0441 (leave message) or [LarsenNG@gru.com](mailto:LarsenNG@gru.com).

**To expedite this sampling event, please text or call (352) 681-0441 when your sample is ready for pick-up. You can leave a text or voicemail with your address. Please leave the sample on your front steps and a GRU representative will pick it up within 24 hours.**

Attachments: **Customer Sampling Instructions**

## **Lead and Copper Customer Sampling Instructions**

### **Purpose**

Samples are being collected to determine the contribution of faucet fixtures and household pipes and/or solder to the lead and copper levels in tap water. This sampling effort is being conducted by Gainesville Regional Utilities as required by the Florida Department of Environmental Protection and the United States Environmental Protection Agency, and is being accomplished through the cooperation of homeowners and residents.

### **Sampling Instructions**

Please follow the sample collection steps described below.

1. Sampling can be done any day of the week. GRU water department staff will pick-up samples. GRU strives for early collection of the samples. No samples will be analyzed after September 30<sup>th</sup>.

2. A minimum of 6 hour period which there is no water use within the home must be achieved prior to sampling. The water department recommends that either early mornings or evenings upon returning home are the best sampling times to ensure that the necessary stagnant water conditions exist. Do not sample the water if it has been stagnant for more than 18 hours. Here are some examples to consider:

*Example 1: Let water sit while everyone is at work/school and first person home fills container with cold water from the kitchen sink.*

*Example 2: Let water sit overnight and the first person up fills container with cold water from the kitchen sink.*

3. A kitchen or bathroom cold-water faucet is to be used for sampling. Place the sample bottle (open) below the faucet and gently open the cold water tap. Fill the sample bottle to its shoulder and turn off the water. Be careful not to overfill the bottle.

4. Tightly cap the sample bottle and place in the sample kit provided. Please review the sample kit label at this time to ensure that the information contained on the label is correct. Please note the date of collection on the space in the label with the Sharpie included with the sample bottle.

5. For homes who have participated in previous lead/copper sampling: IF ANY PLUMBING REPAIR OR REPLACEMENT HAS BEEN DONE IN THE HOME SINCE YOUR PREVIOUS SAMPLING EVENT NOTE THIS INFORMATION ON THE LABEL AS PROVIDED.

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6. Place the sample kit outside of the residence (in the same location it was delivered) so that water system staff can readily locate it for pick up. **Please text or call GRU at 352-681-0441 and provide your address so GRU can send someone to pick-up your sample. If no one answers, please leave a voicemail that includes your address. You can also email [LarsenNG@gru.com](mailto:LarsenNG@gru.com).** GRU is available to pick-up samples Monday through Friday during standard business hours. However, samples sealed in the provided bag are fine to sit outside for several days.

7. All the sampling kits are delivered to a 3<sup>rd</sup> party lab for analysis. Results from this monitoring effort will be provided to participating customers when reports are generated for the State, unless excessive lead and/or copper levels are found. In those cases, immediate notification will be provided (usually within 10 working days from the time of analysis). All values will be reported within 30 days from the receipt of the results.

To thank customers for helping GRU reduce staff time to conduct this monitoring and for your timely return of samples, a bill credit will be noted on your GRU bill after the sample is received and sent to the laboratory. The credit will appear on your GRU bill within 2 to 3 billing cycles and will be noted on the bill as a "miscellaneous credit").

- If you collect your sample and notify GRU that it is ready for pick-up by August 19th, GRU will give you a credit of \$50 on your utility bill

Call Ms. Natalia Larsen at (352) 681-0441 (leave message) if you have any questions regarding these instructions.

Scan code below or visit [www.GRU.com/LeadandCopper](http://www.GRU.com/LeadandCopper) for a video with step by step instructions and additional sampling tips.