



12/17/2025

Current Resident

Important Information About Galvanized Requiring Replacement (GRR) Service Line Material

Para ver este aviso en español sobre una línea de servicio galvanizada que requiere reemplazo, visite: <https://www.120water.com/annual-notifications/grr>

Dear Valued Customer,

Friendsville Utility is committed to providing safe, reliable drinking water and protecting public health. As part of this commitment, and in accordance with requirements of the U.S. Environmental Protection Agency (EPA) and the Tennessee Department of Environment and Conservation (TDEC), we are identifying and tracking the material of every water service line in our system. A service line is the pipe that delivers water from the water main to a home or building.

Our records indicate that the service line serving this property is classified as **Galvanized Requiring Replacement (GRR)**. This notice provides important information about what this classification means, potential health risks, and steps you can take to reduce exposure to lead in drinking water. Please share this notice with anyone who drinks or prepares food using water at this property.

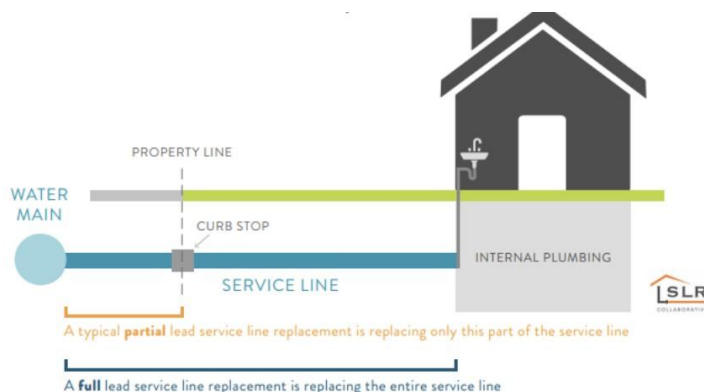
Why You Are Receiving This Notice

Drinking water is delivered to your home or building through a service line. Friendsville Utility owns the portion of the service line from the water main to the water meter. The property owner typically owns the portion of the service line from the meter to the home or building.

Galvanized service lines are classified as **Galvanized Requiring Replacement (GRR)** when they are, or were previously, connected downstream of a lead service line. Over time, galvanized pipes can absorb lead particles. Even if the lead service line has already been replaced, galvanized pipes may continue to release lead into drinking water.

Federal regulations under EPA's Lead and Copper Rule Revisions require water systems to notify customers when a service line is classified as GRR and to plan for replacement of these lines. This notice is part of Friendsville Utility's compliance with those requirements.

Friendsville Utility continues to meet all state and federal drinking water standards.



Health Effects of Lead

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

Steps You Can Take to Reduce the Risk of Lead in Drinking Water

The following actions may help reduce potential exposure to lead. These steps may be taken individually or together:

- **Use a water filter certified to remove lead.** If you choose to use a filter, be sure it is certified for lead removal and follow the manufacturer's installation and replacement instructions.
- **Clean your faucet aerators regularly.** Sediment and debris can collect in the faucet screens and may contain lead particles.
- **Use cold water for drinking and cooking.** Do not use hot tap water for drinking, cooking, or making baby formula, as lead dissolves more easily in hot water. Boiling water does not remove lead.
- **Flush your pipes before use.** If water has not been used for several hours, run the tap, take a shower, or do laundry before using water for drinking or cooking.
- **Test your water.** Testing is available upon request. Depending on the testing option selected, the customer may be responsible for the cost.

Service Line Replacement Responsibilities and Timeline

Replacement of a GRR service line may involve both the utility-owned and customer-owned portions of the service line. Friendsville Utility is responsible for the portion of the service line from the water main to the meter. Property owners are typically responsible for the portion from the meter to the home or building.

Under federal requirements, Friendsville Utility is developing and implementing a long-term plan to replace all lead and galvanized service lines requiring replacement in the system. GRR service lines will be prioritized for replacement in coordination with regulatory requirements, available funding, and construction scheduling. Customers will be contacted in advance about any planned replacement work affecting their property.

Additional Information

The U.S. Environmental Protection Agency has developed an online step-by-step guide to help homeowners learn more about lead and service line materials, called Protect Your Tap: A Quick Check for Lead. It is available at: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>

If you have questions or would like additional information, please contact Friendsville Utility at (865) 995-0243.

This notice is being sent to you by the City of Friendsville, Utility Department.

State Water System ID: TN0000249

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