

Instructions for Completing Service Line Material Notifications: Lead, Galvanized Requiring Replacement, and Unknown Service Lines

LEAD AND COPPER RULE REVISION (LCRR) REQUIREMENTS

All community water systems with lead, galvanized requiring replacement (GRR), or lead status unknown service lines in their service line inventory must notify all people served by the water system that they have a lead, galvanized requiring replacement, or lead status unknown service line. This document explains the process and requirements for water systems.

Instructions for Community Public Water Systems

If using MDH-provided templates, the water system must fill out the contact information fields provided at the top of each template with the system's contact information. The specific contact's name and title fields are optional fields. Systems may add additional information related to their service line replacement program and inventory updates to the notification templates. Use the blank fields provided at the bottom of each template. If your water system has no lead service lines, no GRRs, and no unknown service lines, then your system does not need to complete these notifications. If a system finds these types of service lines in the future, then you will be required to complete these notifications.

Due dates for notifications and certification form

- **Service line notifications:** Notifications must be completed within 30 days after MDH approves the inventory update, and no later than November 15. Please refer to the service line notification delivery due date as indicated on your certification form.
- **Certification form:** Sign and return to MDH as indicated on certification form but no later than November 25.
- **Notifications to new customers:** Notifications to new customers shall be provided at the time-of-service initiation. This should be done without delay. MDH recommends doing this as part of water start-up communications or first billing. Water systems will need to set up a process for notifying new customers of their lead service line, GRRs, and unknown lead status service lines and certify it as part of each year's certification form.
- **Who must be notified:** All people served by the water system at the service connection must be notified.

Delivery

Notifications must be delivered annually after MDH approval of your completed inventory or inventory update. The system must document that notification was provided to customers. Delivery of service line notifications must occur by mail or equivalent electronic delivery such as

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indicated on the certification form. The system is also required to provide an example copy of the completed notification templates along with the certification form to MDH.

Submit to MDH

A certification form is attached. Systems must certify that they have completed the service line notifications annually. Certification forms are due within 10 days following the completion of service line notifications or must be completed no later than November 25.

Record Keeping

Systems must keep a copy of the notifications they have completed for no fewer than 12 years.

Minnesota Department of Health
Drinking Water Protection
651-201-4571
health.mdh@state.mn.us
www.health.state.mn.us

07/02/25

To obtain this information in a different format, call: 651-201-4571.

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Example



Certification Form: Service Line Material Notifications

All entries marked with an asterisk* MUST be filled in by operator.

*PWS name _____ *PWSID _____

*Date Inventory Reviewed and Approved by MDH _____ (Due by 10/01/2025)

*Date Service Lines Notifications must be delivered to consumers: Due in 30 days on _____

*Date Certification Form must be returned to MDH: Due in 40 days on _____

This form certifies that a PWS has completed the service line inventory (SLI) material notifications to customers in accordance with the Lead and Copper Rule Revisions under Safe Drinking Water Act and MDH requirements. Complete information below.

1. *Delivery of Service Line Material Notifications. Check the items you completed and include the attachment. You must complete all the following items if they apply to your system:

- Delivered service line material notifications to all consumers served by a lead service line.
 - Copy attached.
- Delivered service line material notifications to all consumers served by galvanized service lines requiring replacement.
 - Copy attached.
- Delivered service line material notifications to all consumers served by service lines with unknown lead status service lines.
 - Copy attached.

2. *Choose either (A) Hard-Copy delivery OR (B) Electronic delivery. Follow by the delivery date indicated above. The water system MUST perform required notifications and attach copies of material notices to the certification form.

- (A) *Hard-Copy Delivery: Mail or hand delivery to each customer receiving a bill and to other service connections to which water is delivered by the community water system.

Copy of each type of notice that was delivered to the customers served by each type of service line is attached.

*Date of completion/delivery _____ (Due in 30 days on _____)

OR

- (B) *Electronic Delivery: Use one method below and check the box next to the method used.

Equivalent mailed notification (postcard, newsletter, water bill, etc.) that the material notice is available via direct URL. (URL must be specific to resident's SLI materials information.)

OR

Emailed the direct URL to the material notice to the bill-paying customers, or to the resident at the physical address, or emailed the material notice as a file attachment (PDF) or directly inserted the material notice into the body of the email message. (Must be specific to that resident's SLI materials information.)

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CERTIFICATION FORM: SERVICE LINE MATERIAL NOTIFICATIONS

- If a URL is used, the system MUST have direct URL to specific material notice type for that property (not the city or utility landing page, or generic between different types of notices.)
- Additionally, the water system MUST give the option for the customers to request a paper copy along with text to promote readership and include specific material notice for that specific property.

Example:

We have identified your service line to be classified as Lead. Please review the service line material notice at (direct link to lead letter). Call or stop in at to request a copy.

***Include direct URL and types of notices/letters used** (not city or utility landing page), if either of the Electronic delivery methods above were used:

Lead (if applicable)

GRR (if applicable)

Unknown (if applicable)

***Date of completion/delivery**

(Due in 30 days on _____)

3. Systems with population >50,000: Water systems must add link to the inventory on their website. Your system can post the link to the UMN Lead Inventory Tracking Tool (<https://maps.umn.edu/LSI/>).

Add water system website (URL)

4. Certification Statements

- Our water system has set up a process for notifying new customers at the time-of-service initiation of their lead service line, galvanized service line requiring replacement, or unknown lead status service line.
- The public water system indicated above hereby affirms that the service line inventory material notifications have been completed in accordance with the requirements described in the rule, provided templates, and this certification form as described by dates of completion listed above.

***Signature**

***Print name**

***Title**

***Phone**

***Email**

***Date**

***Form is due in 40 days on _____:** Within 10 days after completing notifications above, email this certification form along with a copy of the notifications sent to consumers and a copy of the accessibility notification to health.LSL.certifications.mdh@state.mn.us.

Minnesota Department of Health | Drinking Water Protection | 651-201-4571 | www.health.state.mn.us
Last updated 07/09/2025 | To obtain this information in a different format, call: 651-201-4571.