

Nov. 1, 2024

## **Town of Tonawanda Asks Residents to Assist With Water Service Line Inventory**

For decades, the Town of Tonawanda has provided residents with high-quality drinking water. Each year more than 4 billion gallons of fresh, reliable, clean water is delivered to the town's more than 70,000 residents. The federal Environmental Protection Agency is now requiring every water provider in the nation to conduct a survey of water service line materials and notify customers with lead, galvanized, or unknown service line materials.

Through its Water Quality Initiative, the town has completed an inventory of more than half of the 23,821 service lines in its water system, finding only four lead service lines among the 12,745 or 52% of the connections inventoried. 11,065 or 48% of the service line connections have yet to be inventoried. When that process is complete, very few lead lines are expected to be found based on the significant historical records review and in-home inspections completed to date. The latest town water service line inventory can be found online: <https://gis1.tonawanda.ny.us/portal/apps/sites/#/tonawanda-lcrr-hub>. Residents can call the Water Quality Initiative Information Line at 716-370-2176 and leave a message, or they can email questions to [waterquality@tonawanda.ny.us](mailto:waterquality@tonawanda.ny.us).

In mid-November, the 11,076 town residents with unknown, lead, or galvanized service lines (noted above) will receive a letter with information on how they can determine the type of water service line in their residences. Detailed instructions will be provided along with a link to submit survey results.

By 2037, the Town of Tonawanda will be required to certify there are no residential or business lead water service lines left in the system. Service lines constructed of outdated materials will be flagged for replacement and the town will work with town residents in the short term to mitigate the potential exposure of lead in drinking water.