



Frequently Asked Questions

Lead Water Service Line Inventory Notices

- Why did I receive a mail notice?
 - The U.S. Environmental Protection Agency has issued a revised Lead and Copper Rule for drinking water systems. Lead pipe and materials were allowed to be used in North Carolina until March, 1987. Under the rule water systems must notify their customer if there is a chance that the customer's service line was constructed using lead materials. Based on city records, notices were sent to all customers whose services have been confirmed as Lead, Galvanized Requiring Replacement or if the material is unknown. Getting a notice does not mean there is lead in your water, only that the pipes were made of material that may contain lead.
- What is the City doing to address lead service lines?
 - Currently the City is creating a list of every water service line connected to our system and the material it is made of. This list is available on the Kinston Public Services website under the information tab (<https://www.kinstonnc.gov/174/Information>). The list will be updated as more information is available. The city will be working to identify the materials used on services that are currently Unknown over the next 3 years. There are currently over 9,000 service lines of Unknown material in our system.
- Why wouldn't the city know what material was used for my service line?
 - Service lines consist of two parts. The city typically installs and maintains the part from the water main in the street to the meter at the street right-of-way. Customers/Developers install and maintain the part of the service from the main to the house or building. Since Kinston Public Services was not involved in the construction of that part of the service, we have very limited records of what material was used.
- How can I get my water service tested if I have an unknown material type?
 - Kinston Public Services can assist customers with getting their water tested, but the customer will likely incur a cost to cover the test. Customers may also perform their own test using a commercial lab (a link to the State of NC list of commercial labs was provided in the notice) or by buying their own test kit through Amazon, Walmart or other online retail sites. If you would like Kinston Public Services to arrange a test, let us know and we will contact you with the cost and to schedule a test. Testing will require the customer to take a sample from inside their building, which we will collect from the customer and take to a lab for testing. Results will be sent back to the customer once received from the lab.

- Does the city already test for lead in the water?
 - Yes, as required by U.S. EPA, Kinston Public Services conducts lead testing every 3 years at 30 residential properties around our system. These are properties that we had previously identified as having lead materials. Of all the samples tested over the last 20 years, Kinston has not had any results that exceeded the limit set by EPA. The last sampling event was conducted in August of 2024.

- Is the City going to replace my water service line?
 - Under the Final Lead and Copper Rule issued by EPA in October, 2024, Lead service lines and lines that are classified as Galvanized Requiring Replacement are to be replaced by 2037. The City will schedule and perform the replacements of the city's part of the service during that time at no cost to the customer. Customers are responsible for the replacement of their portion of the service during the same time period. Kinston Public Services is searching for funding opportunities to cover costs for both parts of the service, but we cannot confirm if funding will be available at this time. If you proceed with replacing your part of the service, simply notify us at 252-939-3282 and we will update our records and inform EPA your part is complete. If you would like Kinston Public Services to help coordinate the replacement of the customer portion of your service, let us know and we will include that work when we replace the city portion of the service. Costs for the customer portion will be discussed with you prior to the work. Payment arrangements will be made prior to beginning the work. Payments may include a one-time full payment, monthly payments or subsidized costs, depending on the funding available.