

What to do about your lead letter: checklist

SHORT ANSWER

Got a lead letter? Call the number on your water bill, look up your address on the utility's map, return any consent form, and ask about free testing. Don't hire a plumber before asking if you need approval. Print this free checklist; no email needed.

Official sources

Last checked: Oct 15, 2026

Free, no sign-up

Checklist

1. Read what the letter says your line is: lead, galvanized requiring replacement, or unknown.
2. Find your utility's name and phone on your water bill. Call that number, not one from an ad.
3. Look up your address on the utility's service line map.
4. Sign and return any consent form or work agreement. Some cities (Columbus, Milwaukee) require it.
5. If it says "unknown," check the pipe (scratch and magnet test) and report what you find.
6. Ask if the city offers a free water test.
7. Do not hire a plumber until you ask whether you need approval first. Some programs won't pay for work already done.

Documents to have ready

- The letter from your utility and a recent water bill

LeadPipeHelp.org/checklist/ · Last checked Oct 15, 2026 · Free guide. Confirm with your water utility.

- Proof you own the home (if you own it)
- Income documents only if your city's program asks (Chicago Equity, Pittsburgh reimbursement)
- Your landlord's contact info (if you rent)

Key date

November 1, 2027: EPA's LCRI compliance date. The rule is being challenged in court (AWWA v. EPA, No. 24-1376), so it could change.

Official contacts for verified cities

City	Phone	Official page
Chicago	312-744-1780	www.lead-safe-chicago.org/equity-lead-service-l...
New York City	311	www.nyc.gov/site/dep/water/lead-service-line-...
Detroit	See your water bill	detroitmi.gov/departments/detroit-water-and-s...
Milwaukee	414-286-6304	city.milwaukee.gov/water/WaterQuality/Leadand...
Cleveland	See your water bill	www.clevelandwater.com/your-water/lead-awareen...
Columbus	614-645-6725	www.columbus.gov/Services/Columbus-Water-Powe...
Denver	303-893-2444	www.denverwater.org/your-water/water-quality/...
Pittsburgh	412-255-8987	www.pgh2o.com/construction-projects-maintenan...
Cincinnati	513-651-5323	la.mygcww.org/
Philadelphia	215-685-4901	water.phila.gov/lead/replacement-help/

City	Phone	Official page
Indianapolis	+13179417120	info.citizensenergygroup.com/projects/lead-se...
Louisville	+15025690898	louisvillewater.com/water-topics-research/lea...
Washington, DC	+12027874044	www.dewater.com/resources/lead-free-dc/custom...
Boston	+16179897888	www.bwsc.org/environment-education/lead-your-...
Minneapolis	+16126735600	www.minneapolismn.gov/government/projects/lea...
Omaha	+14025047029	www.mudomaha.com/m-u-d-lsl-replacement-progra...
New Orleans	+15044201357	www.swbno.org/Projects/LeadAwareness
Saint Paul	+16512666820	www.stpaul.gov/departments/saint-paul-regiona...
Toledo	+14199362020	toledo.oh.gov/residents/water/water-system-im...
Buffalo	+17168471065	buffalowater.org/customerservice/faqs/repair/
Newark	+19737336303	www.newarkleadservice.com/replacement
Rochester	+15854287049	www.cityofrochester.gov/departments/departmen...
Austin	See your water bill	www.austintexas.gov/water/lead
El Paso	See your water bill	www.epwater.org/our-water/water-quality/lead-...

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For social workers, libraries, churches and legal aid

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Send this to a family member

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Contact: partners@leadpipehelp.org

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