Service Line Materials Notifications FAQs

When do I have to notify my customers?

November 15th, 2024

Which customers need to be notified?

All customers served by a lead, galvanized requiring replacement, or unknown service line. Customers served by a non-lead service line do NOT need to be notified.

How should I send out these notifications?

The preferred method is a physical letter in the mail or physical door hanger. Including a notification letter in a standard physical monthly bill is acceptable.

Electronic notification is acceptable if the notification is independent, clear, and conspicuous. Electronic notification is NOT permitted to be included as part of a larger message or standard communication, ie, a line item in an electronic bill.

How and when do I alert DES that I have made the notifications?

You must certify to DES that you have made the required notifications by sending a copy of whatever template(s) you used, a list of recipients, and a signed statement that states the list of recipients received the letter to [LCR@des.sc.gov](mailto:LCR@des.sc.gov), and include your full system name and 7-digit PWSID in the subject line. You must complete this certification by July 1, 2025.

How often do I need to make this notification?

Moving forward, this will be an annual requirement.

Who should I contact with more questions?

Please email [LCR@des.sc.gov](mailto:LCR@des.sc.gov) or [Duncan.Wright@des.sc.gov](mailto:Duncan.Wright@des.sc.gov) or call Duncan Wright at (803) 898-4202.