

Memorandum



CITY OF DALLAS

DATE October 2, 2026

TO Honorable Mayor and Members of the City Council

SUBJECT **Annual Service Line Notifications: Lead and Copper Compliance Update**

In compliance with the U.S. Environmental Protection Agency's (EPA) Lead and Copper Rule Revisions (LCRR) and Lead and Copper Rule Improvements (LCRI), Dallas Water Utilities (DWU) will be mailing annual notifications on the Lead and Copper Service Line Inventory to DWU customers. The notifications are mailed annually to customers whose service line material is still listed as *unknown* in the Service Line Inventory. An unknown classification does not mean that lead has been found in the service line or detected in drinking water; it simply indicates that DWU does not yet have sufficient information to confirm the material.

About 200,000 residents will receive the customer notifications in October and November. Customers are strongly encouraged to participate by identifying the material of the service line on the private side, which is the pipe connecting to the water main to their property. Each notification includes a QR code linking to the Customer Service Line Survey, which provides instructions for locating and identifying the private-side service line. The survey and instructions for identifying material is available at bit.ly/CustomerServiceLineSurvey. DWU is supplementing customer-provided information with historical records, field investigations, non-invasive service line technology, and predictive modeling.

Should you require additional information, please feel free to contact Sarah Standifer, Director of Dallas Water Utilities, at Sarah.Standifer@dallas.gov.

Service First, Now!

Dev Rastogi
Assistant City Manager

c: Kimberly Bizzor Tolbert, City Manager
Bertram Vandenberg, City Attorney (I)
Rory Galter, City Auditor (I)
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dominique Artis, Chief of Public Safety

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
John Johnson, Chief of Real Estate
Directors and Assistant Directors