



FREQUENTLY ASKED QUESTIONS – PUBLIC NOTICE – MAY 2025

1. What does this notice mean for me?

The quality of your drinking water has not changed and **no action is needed**. Monroe County Water Authority (MCWA) has operated under the approval granted by NYSDOH since 1998 and has never exceeded the lead Action Level of 15 parts per billion (ppb) since the Lead and Copper Rule was established in 1991. MCWA conducts routine sampling of our water at representative customers' taps twice per year for lead. These tests continue to show our levels are below the Action Level for lead.

2. What steps does Monroe County Water Authority take to reduce exposure to lead and maintain the quality of our water?

MCWA has a demonstrated history of complying with all regulatory obligations and has never exceeded the lead Action Level of 15 parts per billion (ppb) since the Lead and Copper Rule was established in 1991. For more than 30 years, we have been proactively replacing any lead water service lines as they are identified in the water distribution system. In the letter notifying us of our violation, NYSDOH recognized our efforts to actively identify and replace lead water service lines, which are the primary source of lead in drinking water, and also stated that MCWA "has maintained exemplary water plant operation for decades."

Additionally, in 2022, long before receiving this violation, MCWA proactively began a comprehensive Corrosion Control Treatment Study, conducted in partnership with the City of Rochester in anticipation of the recently released Lead and Copper Rule Improvements. This study will identify additional treatment methods that could help further reduce lead in drinking water. It is anticipated that the study will be completed in the spring of 2026. Once approved, and if recommended, we will add the selected corrosion control technology to our treatment process, which will bring us back into compliance.

3. Why did MCWA receive a violation?

The New York State Department of Health (NYSDOH) and US Environmental Protection Agency (USEPA) recently completed an administrative review of MCWA's compliance with the Lead and Copper Rule. Their review concluded that in 1998, NYSDOH incorrectly approved MCWA system's designation as being optimized for corrosion control.

As a result, NYSDOH revoked its previous approval, and issued MCWA a violation of the New York State Sanitary Code for failure to have optimal corrosion control treatment in place. The quality of your drinking water has not changed.

4. Has my water quality changed?

The quality of your drinking water has not changed. We conduct routine sampling of our water at representative customers' taps twice per year for lead. These tests continue to show our levels are below the Action Level of 15 parts per billion for lead, which has been the threshold since the Lead and Copper Rule was established in 1991.

5. Why am I receiving this notification now?

We began notifying our customers and community as soon as possible after we received this violation. We will continue to keep our community apprised of any updates.

6. Why will I keep receiving this notification?

We are required by the NYSDOH to continue to notify customers of this violation every three months until we are deemed compliant.

There continues to be no change in your water quality. We have been in the process of conducting a comprehensive Corrosion Control Treatment Study since 2022 and we expect to have the results and recommendations in the spring of 2026. Once approved, and if recommended, we will add the selected corrosion control technology to our treatment process, which will bring us back into compliance, at which point you will no longer receive this notification.

7. Who can I call for more information?

Please contact our Customer Service Department at 585-442-7200, Monday through Friday between 8:30 a.m. and 4:30 p.m.