

City of Silver Lake



City of Silver Lake Customer Water System Service Line Inventory, Email Billing Option & Emergency Notification System Questionnaire

Dear Valued City of Silver Lake Customers,

We are reaching out to you for important updates and improvements!

Your input is critical as we **gather mandatory information about water service lines**. The Federal Government recently issued regulations requiring all public water supply systems to create an inventory of all water lines within the water system. This includes the water lines entering homes and businesses in Silver Lake. The United States Environmental Protection Agency (EPA), and the Kansas Department of Health & Environment (KDHE) have created a tight deadline and we are **asking our customers to complete surveys no later than March 15, 2024**. If we as a City do not submit our Lead Service Line Inventory by the deadline date, the EPA stated they would start assessing fines and they will "make an example" of the systems that don't follow regulations.

Additionally, in order to implement our **emergency notification system**, we are asking for your help in updating your contact information, and selecting the methods in which you would like to be contacted.

Email billing will be available very soon, please opt in below to take advantage of this new paperless option.

Finally, if you own a Silver Lake business, you will find an opportunity to update your contact information that the City lists on our website.

Your participation matters – thank you for helping us serve you better. Please complete a separate survey for each water account that you hold with the City of Silver Lake.

As an incentive for helping us, we're excited to announce that every account completing the survey by **March 15, 2024**, will be entered into a drawing for **FREE WATER SERVICE** (not exceeding the minimum monthly residential bill of \$51.50). The three drawing winners will enjoy 12, 6, or 3 months of free service – an opportunity you don't want to miss!

Best regards,

City of Silver Lake Staff