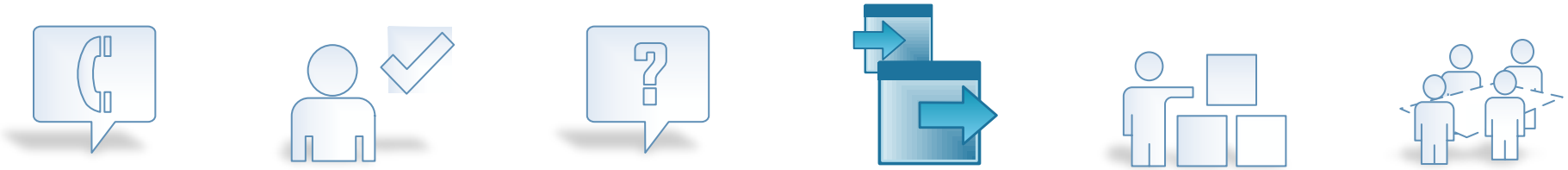

Customer Inquiry	Response from COK Staff	If the Material Type is Lead	Sampling Process	The Lab	The Results
• Customer request Water Sampling; • **May have been contacted by COK Lead Team to request sampling** • Home owners are contacted by COK Staff within two business days.	• Contacts customer within two business days • Logs Information • Identifies Pipe Type • Identifies if children are in the home	• If lead services, the home is prioritized • If the home has young children, sampling and analysis turnaround is prioritized • Staff Schedules date and time of sampling with instructions: 6 – 8 hours prior to sampling No Flushing No water Running	• Staff Prepares for sampling visit • Preps Sample • Goes to home • Collects sample • Deliver to Lab	• Samples are dropped to independent lab immediately • Results are sent to [Lab] Programs Manager electronically	• Results are reviewed by Programs Manager. • Staff shares findings with homeowners within 30 days of sample • See below for response based on results

Action in homes With Children

- Results 0 – 4 ppb: results of the sampling are mailed to customer placed on lead replacement schedule.
- Results 5 – 9 ppb: Programs Manager contacts via phone and mails results to customer The customer is offered a filter. Placed on lead replacement schedule.
- Results 10 - 14 ppb: Programs Manager contacts via phone and mails results to customer The customer is offered a filter. Prioritized on lead replacement schedule.
- Results ≥15 ppb: Programs Manager contacts via phone and mails results to customer The customer is offered a filter. Lead removal is immediate.

Action in homes Without Children

- Results 0 – 7 ppb: results of the sampling are mailed to customer placed on lead replacement schedule
- Results 8 – 9 ppb: Programs Manager contacts via phone and mails results to customer. The customer is offered a filter. Placed on lead replacement schedule.
- Results 10 - 14 ppb: Programs Manager contacts via phone and mails results to customer The customer is offered a filter. Prioritized on lead replacement schedule
- Results ≥15 ppb: Programs Manager contacts via phone and mails results to customer The customer is offered a filter. Lead removal is immediate

Figure 6