

# Water Service Line Customer Survey

As your water provider, we need to determine the material of your water service line to ensure safe drinking water and to comply with new regulations. A service line is the underground pipe that carries water from the water main, likely in the street, into your home or building. Refer to the attached instructions on how to locate your water service line and identify its material.

Please complete the brief survey below to see if your service line contains lead. Return the completed survey form and a photo of your service line to us as soon as possible.

## SECTION 1 - GENERAL INFORMATION

Physical street address (do not list P.O. Box): \_\_\_\_\_

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address (optional): \_\_\_\_\_

Home/building build date: \_\_\_\_\_

Are you aware of water service line replacement or repairs: ☐ Yes ☐ No

If yes, please describe: \_\_\_\_\_

## SECTION 2 - SERVICE LINE IDENTIFICATION



### Lead pipe

Magnets do not stick to lead pipes.

If you scratch the pipe with a coin, the scraped area will appear shiny silver and flake off.



### Copper pipe

Magnets do not stick to copper pipes.

If you scratch the pipe with a coin, the scraped area will appear copper in color, the same as a penny.



### Galvanized steel pipe

Magnets will stick to the surface of a galvanized steel pipe.

If you scratch the pipe with a coin, it will appear dull and gray.

What is the material of the service line pipe entering your home/building:

☐ Copper ☐ Plastic ☐ Galvanized iron or steel ☐ Lead ☐ Other/Unknown

How did you determine the material?

☐ Scratch/magnet test ☐ Visual ☐ Lead swab test ☐ Plumber or other qualified professional

Do you need additional assistance with locating your service line or determining its material?

☐ No ☐ Yes, I would like to schedule a phone call or site visit.

\* Don't forget to include a photo of your service line with this survey!