

# Customer Service Line Survey

## When was your home built?

- Before 1988
- 1988 or after
- Unknown

## What type of property is it?

- Single Family
- Apartment / Duplex
- Commercial

## My home has a

- Basement
- Crawlspace
- Slab

## I am the property

- Owner
- Renter/Tenant
- Property Management

## What is your water line material?

- Lead
- Galvanized Steel
- Copper
- PVC
- Other
- Unknown

# CUSTOMER ACCOUNT INFORMATION

*\*Please print*

Account #

Name

Street

City, State, Zip

Please Sign Your Name

*Thank  
you!*



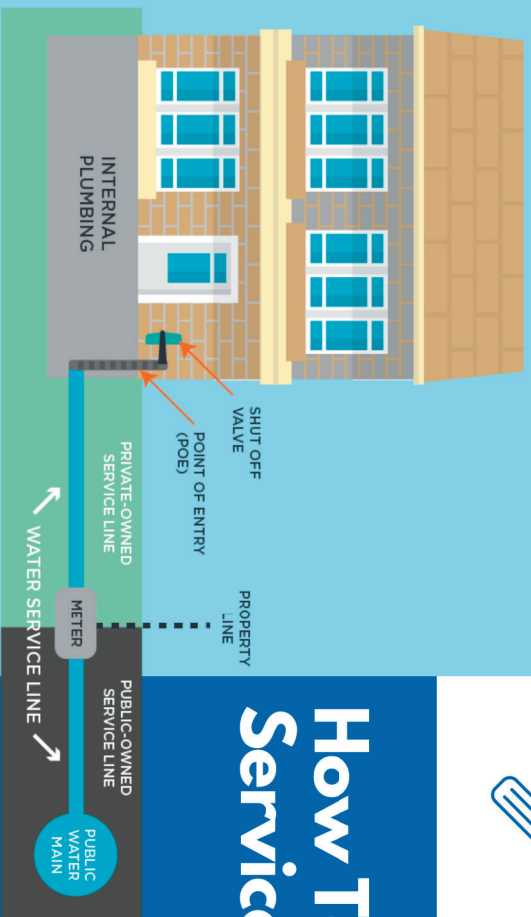
# GET THE LEAD OUT

Customer Service Line Survey



The materials verification test can help determine if you have a lead, galvanized steel, copper, or plastic service line on the portion of the service line you own.

If you have a lead or galvanized steel service line, your utility will contact you to confirm the results.



The incoming water service in your home can either come from the basement floor or from within the basement wall.

If you have a crawlspace, the water service line should route through your foundation and enter from the floor.

If your home is on a slab, the incoming water service should come up through the main floor (typically in a utility closet).

## Tools You'll Need

- Flathead-screwdriver, or coin
- Refrigerator magnet



## How To Check Your Service Line

# 4 Easy Steps

- Find the water service line entering your house as close as possible to the point of entry.
- Use the flathead screwdriver or coin to carefully scratch the pipe surface.
- Compare the lines in your home to the line descriptions listed on the right.
- Complete this survey and submit your copy to your water utility.

### LEAD



Grey or silver: Scratch the pipe with a screwdriver or coin. If the scraped area is shiny silver and flakes off, the service line is lead. A magnet will not stick to a lead pipe.

### GALVANIZED STEEL



Grey or silver: A magnet will stick to a galvanized steel service line. A scratch test is not needed. If you scratch the pipe, it will remain a dull gray.

### COPPER



Dull brown or greenish: Scratch the pipe with a screwdriver or coin. If the scraped area is copper in color, like a penny, your service line is copper. A magnet will not stick to a copper pipe.

### Plastic



Red, blue, black, or white: You DO NOT have lead service line. A magnet will not stick to a plastic pipe. A scratch test is not needed.