ConnecticutWater | Water Service Line Inventory Program

Connecticut Water

Help Us Identify Your Water Service Line

Connecticut Water is working to proactively comply with revisions the U.S. Environmental Protection Agency made to the Lead and Copper Rule. A new federal requirement, the updated rule applies to all water systems in the nation and requires an inventory of service line materials to ensure there is no lead. To that end, we are asking recipients of this notice to submit a quick survey regarding their service line material by following the instructions below.

What you need to have on hand:



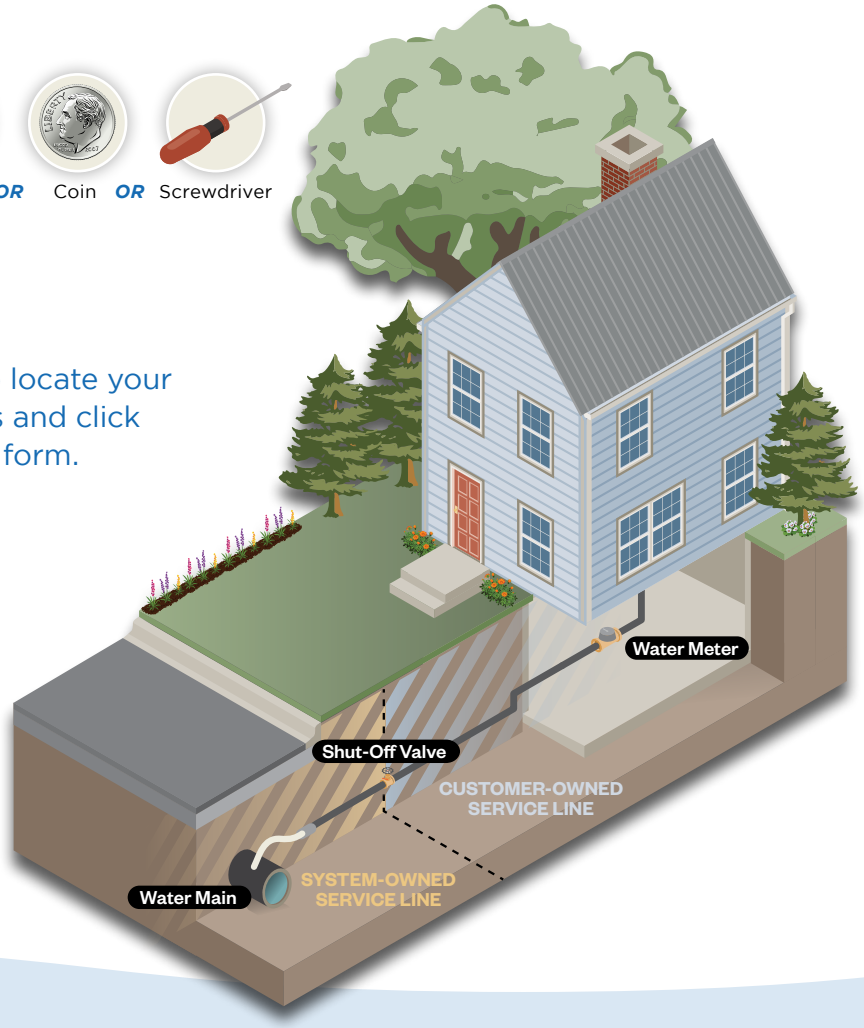
1 Click to access the survey here.

2 Follow the instructions on the map to locate your service line address. Select your address and click the link to open the material verification form.

3 Fill in fields as indicated on submission form.

Note: *Fields marked with an asterisk are mandatory, meaning your submittal will not go through if left blank.*

4 Follow these steps to identify your service line material



STEP 1. Locate your service line. The service line is typically located in the basement, crawlspace, or near the front of your property. You can also check the water meter. Inspect the area around the water meter. You should see a pipe connected to it – this is the water service line.

STEP 2. Using the key, coin, or other tool, lightly scratch your water service line as close to the wall as possible where it enters the home. Note the color.

STEP 3. Place a magnet on the pipe. Note if it does not stick.

STEP 4. Tap the pipe with a coin. Note the sound. *(Continued on the next page)*

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Water Service Line Identification Instructions

STEP 5. Submit a photograph of the service line.

- Use a camera or smartphone to capture a clear and well-lit image of the service line material at the point it enters your wall.
- Upload the image. Click on the "Drop file here or select file" bar. Choose the file to upload (make sure it does not exceed 100MB in size).
- Type in a brief description of the file you uploaded. The description should include:
  a. Where you located the service line
  b. Not exceed more than 1,000 characters

PIPE MATERIAL	 **Copper**	 **Galvanized**	 **Lead**	 **Plastic/HDPE/PVC**
SCRATCH RESULT	Copper or orange	Dull gray	Shiny silver	Matches pipe surface
MAGNET RESULT	No	Yes	No	No
TAPPING RESULT	Metallic, ringing noise	Metallic, ringing noise	Dull noise	Dull, plastic noise

Thank you for participating in this survey and assisting us with locating lead service lines. For questions and more information on the Lead and Copper Rule Revisions, please call us at 1-800-286-5700, or visit the Connecticut Water Service Line Inventory Program webpage.