

# What is a water service line?

A water service line is the pipe that connects your home to the city's water main. Part of the service line is city-owned and the other part is customer-owned. They're separated by the city water meter.



## 1. WHAT IS A WATER SERVICE LINE?

A water service line is the pipe that connects your home to the City's water main.

## 2. WHERE CAN I LOCATE MY WATER SERVICE LINE?

Most water service lines enter the home through the basement wall or crawl space on the front side of the home, facing the City water meter. If you don't have a basement or crawl space, the water service line likely enters your home in a utility room near your water heater.

## 3. WHY DID I GET A NOTIFICATION IN THE MAIL SAYING THAT MY SERVICE LINE IS MADE FROM AN UNKNOWN MATERIAL?

The EPA requires all utilities to send an annual notification to customers with pipes made from an unknown material until their service line is identified and confirmed to be non-lead

## 4. WHY IS MY SERVICE LINE MATERIAL LISTED AS UNKNOWN?

Since the City did not install the portion of the pipe on the customer-side, we don't have complete service line material information for older homes.

## 5. WHY DOES THE MATERIAL OF MY SERVICE LINE NEED TO BE IDENTIFIED?

To ensure there is no lead in our water system, the EPA requires all utilities in the nation to develop and publish an inventory of service line materials. By verifying the material of your service line, you are helping the City comply with the law as well as preventing the risk of lead exposure in drinking water for your household and community.

## 6. HOW DO I KNOW IF MY WATER SERVICE LINE NEEDS TO BE REPLACED?

Replacement is only necessary if:

- A. The service line is made from lead or,
- B. The service line is made from galvanized metal and downstream of a service line with lead or unknown material – also known as galvanized requiring replacement (GRR).

## 7. DO ALL GALVANIZED WATER SERVICE LINES NEED TO BE REPLACED?

No. Only galvanized service lines that are currently or were potentially previously downstream of a lead service line will need to be replaced.

