

Service Line Stewardship Program

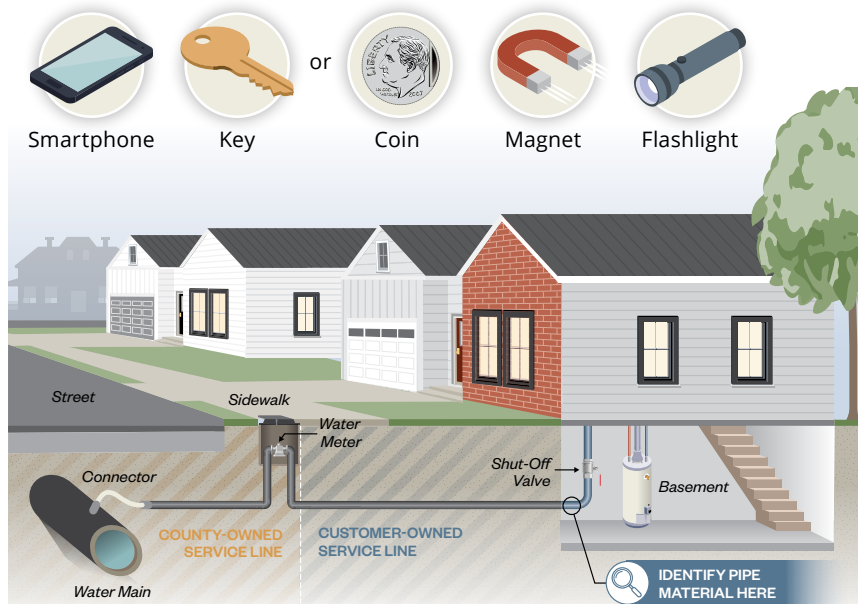


Service Line Identification and Survey Instructions

Howard County is working to proactively comply with the U.S. Environmental Protection Agency's Lead and Copper Rule Revisions. This federal regulation applies to all utilities in the nation and requires an inventory of service line materials to ensure there is no lead in our water distribution system.

Customers listed as having an unknown service line were sent a notification letter from the County and will continue receiving communications informing them of their water connection status. If you received a notification, we are asking that you kindly fill out and submit a self-reporting survey as per the below instructions. **Note: If you have not received a notification letter, we have a record of your service line and it is not lead, so no further action is needed.**

TO IDENTIFY YOUR SERVICE LINE AND SUBMIT THE INFORMATION TO US, PLEASE HAVE ON HAND A:



Scan QR code with your smartphone

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.

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

Follow these steps to identify your service line material:

STEP 1

Locate your service line. The service line is typically located in the basement.

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 as shown in the graphic. **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.**



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| 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 |

STEP 5

Submit two photographs of the service line. Be sure to:

- 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:
 - a. Include where you located the service line
 - b. Not exceed more than 1,000 characters

**Thank you for participating in this survey and assisting us with
service line material identification**