Drinking Water Service Line Material Reporting Form

*[Important note: this is an example template that water utilities* ***can*** *customize for their individual water system to distribute to their customers. Not all sections may be applicable to your system. Information in yellow highlight and italics should be modified or removed before this document is distributed to customers.*

*This form can be printed or emailed to customers or posted on your utility website. You can also use these suggested prompts to create an online form that your customers can access.]*

*<System name>* is creating an inventory of what pipes in the water system are made of. Please identify the material of your water service line using <*Customer Guide for Identifying Lead Service Lines, or other applicable system document>* and report your findings using this form. We will use the information you provide to update our records and create an inventory that will be used to identify and then replace lead service lines in our community.

If you have questions about what type of material is used for your water service line, please refer to the <*Customer Guide for Identifying Lead Service Lines, or other applicable system document>* or contact us at <*insert system number/email*>.

*<The following text is for if you plan to have customers email their photo of completed form and service line. If using a webpage or app you can insert webpage address, QR code, or app and explain the steps the customer will need to take to complete self-inventory.>* Also, **please take a photo of your water service line and email it to us, along with a photo of the completed form at *<insert system email>*.**

## Service Line Material Form *<Add instructions if applicable, indicating which fields are most important, and which are optional.>*

First Name: Click or tap here to enter text.

Last Name: Click or tap here to enter text.

Phone: Click or tap here to enter text.

Email: Click or tap here to enter text.

Service Address

Street Number and Name**:**  Click or tap here to enter text.

Unit Number**:**  Click or tap here to enter text.

City: Click or tap here to enter text. State**:**  Click or tap here to enter text.

Postal/Zip Code**:**  Click or tap here to enter text.

Type of Occupant: Choose an item.

Account Number (if known): Click or tap here to enter text.

What did you identify the water service line material as (i.e., the material of the pipe bringing water into your home or building)?

Plastic – visibly white or gray.

Copper – visibly the same color as a penny and a magnet did not stick to it.

Galvanized Iron or Steel – hard to scratch with a key or coin and a magnet sticks to it.

Lead – scratching with a key or coin results in a shiny silver line and a magnet does not stick to it.

Cannot Determine

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What year was your home or building built? (estimated year if exact year is unknown) Click or tap here to enter text.

Has your water service line ever been replaced? (Yes, No, I don’t know) Choose an item.

If your water service line was replaced, what year was it replaced and what material was it replaced with? Click or tap here to enter text.

If your water service line was replaced, was it a full replacement or partial? If you do not know, please state that as well. If partial, what part of the line was replaced? Click or tap here to enter text.

**Thank you.** *<The following text is for if you plan to have customers email their photo of completed form and service line. If using a webpage or app you can insert webpage address, QR code, or app and explain the steps the customer will need to take to complete self-inventory>*Please take a photo of your water service line and email it to us, along with this completed form to *<insert system email>. <Include information on requesting a follow-up visit from the system to verify material, if applicable.>*