

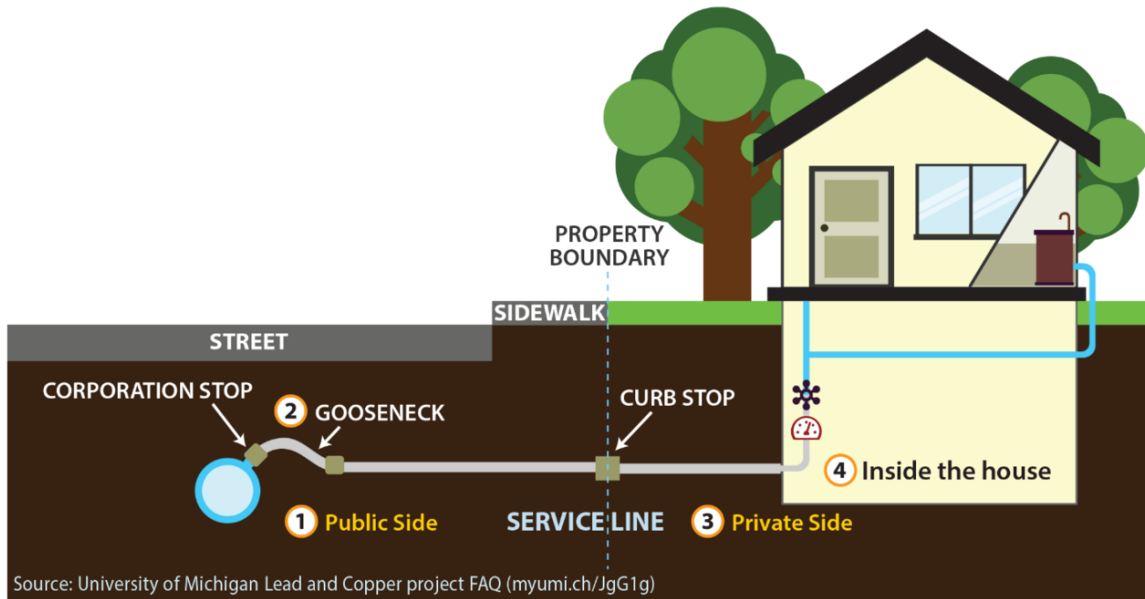


CITY OF LANCASTER

Water Service Line Identification ACTION REQUIRED

Dear City of Lancaster Water Customer,

We need your assistance to identify your water service line material. Water service lines are separated into two sections, the public side from the water main to the curb is owned by the City of Lancaster. The private side from the curb to the house is owned by the customer/homeowner. The Water Bureau has records for our portion (public side), but we do not have records for the customer side (private side). This is where your help is needed.



Follow the instructions on the next page to verify your water service line material type TODAY. You can submit an image of where your service line enters your home online through your smartphone or at cityoflanasterpa.gov/verify-service-line. A flashlight and strong refrigerator magnet may be needed to accurately identify your service line material.

If you verify having a lead or galvanized service line you will receive follow-up instructions. The City of Lancaster will be replacing the lead or galvanized service lines in accordance with state regulatory requirements.

If you are unable to identify your service line material please call the Water Quality Lab at (717) 291-4818.

Sincerely,

Christine Volkay-Hilditch

Deputy Director of Public Works, Utilities Division

To receive free interpretation services for this letter in another language, please make your request by email: citylanguageaccess@cityoflanasterpa.gov or telephone 717-517-5738.

Para recibir la carta traducida a otro idioma, por favor haga su solicitud a través de correo electrónico: citylanguageaccess@cityoflanasterpa.gov o teléfono: 717-517-5738.

120 NORTH DUKE ST • PO BOX 1599
LANCASTER, PA 17608

CITY HALL 717 291 4711

info@cityoflanasterpa.gov

How to Verify Your Water Service Line Material

1. Locate a recent **Utility Bill**. You will need this to enter your **Account Number** in the response form.
2. Locate your water service line coming into your building/home — **where the service line comes through the wall or floor**. This pipe is usually located in the basement or lowest building level and is connected to the water meter.
3. Use the pipe material chart below to help identify your service line.
4. Take a photo of your service line. Photograph the service line from approximately one foot away, focusing on the point where the line enters the house.
5. Upload the photo online at cityoflancasterpa.gov/verify-service-line and fill out the information: account number, address, name, and service line material.



Service Line Material Chart



LEAD



GALVANIZED METAL



COPPER



PLASTIC

	Lead	Galvanized	Copper	Plastic
Outer Appearance	Dull gray, often curved	Dark gray or black; straight rigid pipe	Brown; Can have green corrosion spots	White, rigid plastic
Threads at Connections	None	Yes	None	None
Scratch Test (Use key or coin)	Shiny Silver	Hard to scratch, remains gray	Copper, like a penny	Will scratch off pieces if scratched hard enough
Magnet Test	Does not stick	Magnet WILL stick	Does not stick	Does not stick