



**Customer Service Line Survey**

Dear Resident,

The Arizona Department of Environmental Quality (ADEQ) and your public drinking water system are working together to provide you this notice on the importance of understanding the risk of having lead service lines (LSL) and gathering the information on the materials of your home plumbing. As a way to help you understand and identify which type of service line is in your home plumbing, we have developed a quick guide to assist you.

Elevated levels of lead can cause serious health problems, there is an especially high risk for pregnant women and young children. Adults who drink this water over many years could develop kidney problems or high blood pressure. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. For most people copper does not pose a health risk, even at higher levels found in drinking water. However, for those with Wilsons Disease, a rare genetic disorder, high copper levels are a health concern.

The discovery and disclosure of the LSL is essential for the customers who has to live there and drink the water. However, it only helps if people know an LSL is present, especially when someone is making a decision whether to live there. ADEQ understand the LSL may be a legacy from when the building was constructed, not a choice made by the current occupant. We understand the information may be incorrect, or may not be perfect, especially for pipes installed decades ago.

Your public water system is responsible for providing drinking water that meets all federal and state standards, but cannot control the variety of materials used in plumbing. We take lead and copper samples at high-risk locations periodically to ensure your tap water remains safe to consume.

Per 40 Code of Federal Regulations §141.42/ Arizona Administrative Code R18-4-107, ADEQ is collecting information on the entirety of our materials inventory for our drinking water systems to identify: (1) the total number of service lines within or connected to the distribution system, including privately owned service lines; (2) the number of all known lead, galvanized requiring replacement, and lead status unknown service lines within or connected to the distribution system, including privately owned lead service lines; and (3) the number of the lead service lines that were added to the inventory after the previous year's submission. We need your help in finding out the plumbing material of the privately-owned service lines.

ADEQ needs to know if your service lines are identified as being made of lead, which can mean that you have lead pipe, copper pipe joined with lead solder, or contain certain types of brass that can leach lead into your drinking water when the water sits stagnant. The primary source of lead in drinking water is water service lines that contain lead. In ADEQ's experience, homes built before 1982 are more likely to have lead service lines.

**WHO CAN I CONTACT AT MY WATER SYSTEM IF I HAVE QUESTIONS?**

|                            |                          |
|----------------------------|--------------------------|
| <b>PWS CONTACT, TITLE:</b> |                          |
| <b>PWS EMAIL:</b>          | <b>PWS PHONE NUMBER:</b> |

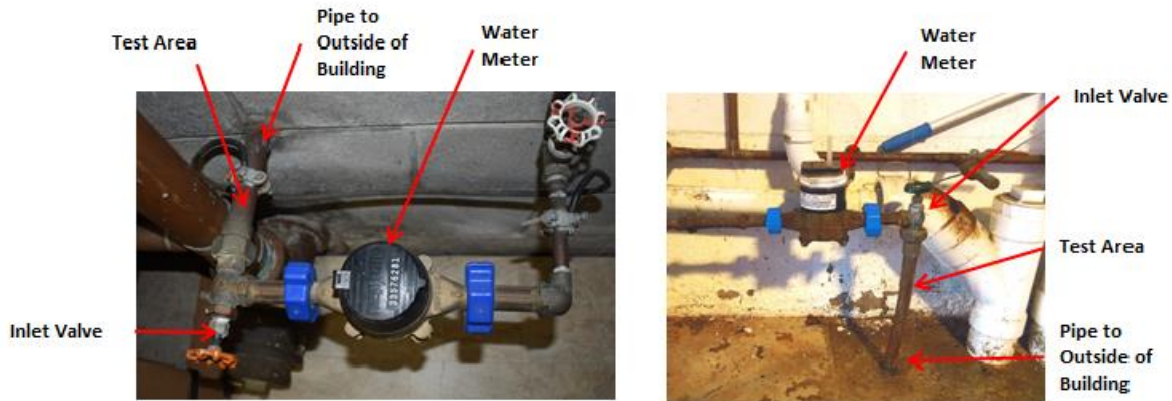
## CURRENT PLUMBING MATERIAL

**MY HOME DETAILS:**

**LOCATION ADDRESS:**

**YEAR HOME WAS BUILT:** \_\_\_\_\_ **ANY RECENT MAJOR CONSTRUCTION/WHEN:**  NO  YES; If yes, when \_\_\_\_\_

**HOW TO IDENTIFY YOUR WATER SERVICE MATERIAL:**



1. **Find your water meter.** For most homes, the water meter is located in the basement/cellar or lower level and on the front wall that faces the street. It will look similar to what is pictured above:
2. **Locate the water service line as it enters into the building.** Do you see the “inlet valve” identified in the picture above? Do you see the arrows in the water meter? This shows how the water supply moves from the outside pipes into your plumbing through the meter into the internal plumbing.
3. **Identify a “test area” on the inlet pipe** between the point it enters the wall or the floor and the inlet valve. Expose a small area of the pipe if it is covered or wrapped.
4. **Have a screwdriver and magnet handy.** Use the flat edge of a screwdriver to gently scratch the pipe. Remove any corrosion that may have built up on the outside of the pipe.

**MATERIAL I HAVE IDENTIFIED:**

**Lead:** Use a strong magnet; it will not cling to a lead pipe. A dull, silver-gray color that is easily scratched with a coin.



**Galvanized:** Scratch the outside of the pipe. The scratched area will be a silver-gray color and the pipe will have threads on each end; Use a magnet - strong magnets will typically stick to galvanized pipes; Galvanized pipes are old, corroded iron pipes.



**Copper:** Scratch the outside of the pipe. The scratched area will have the color of a copper penny. A strong magnet will not cling to a copper pipe.



**Plastic:** white in color and will have a clamp where it is joined to the water supply piping. A strong magnet will not cling to a PVC pipe.



**CURRENT PLUMBING MATERIAL**

| DETAILED SERVICE MATERIALS CHECKLIST |  |  |
|--------------------------------------|--|--|
| <b>PLUMBING MATERIAL</b>             | Y/N  | Lead   |
|                                      |  | Lead (any portion)   |
|                                      |  | Lead fittings NOT on a lead pipe (e.g., goosenecks, pigtails, and corporation stops) |
|                                      |  | Lead fittings ON a lead pipe (e.g., goosenecks, pigtails, and corporation stops)     |
|                                      |  | Galvanized (previously connected to lead)  |
|                                      |  | Metal (not lead)   |
|                                      |  | Copper non-lead solder   |
|                                      |  | Copper lead solder   |
|                                      |  | Unlined cast iron (pre-early 1950's)   |
|                                      |  | Lined cast iron (mid-1950's to early 1970)   |
|                                      |  | Lined ductile iron (late 1960's to present)  |
|                                      |  | Other metal  |
|                                      |  | Plastic  |
|                                      |  | High density polyethylene (HDPE)   |
|                                      |  | Polyvinyl chloride (PVC)   |
|                                      |  | Polyethylene (PE)  |
|                                      |  | Polybutylene (PB)  |
|                                      |  | Other plastic  |
|                                      |  | Other  |
|                                      |  | Asbestos-Cement (transite)   |
|                                      | Other material   |  |
|                                      | Unknown  |  |
|                                      | Unknown - likely contains lead   |  |
|                                      | Unknown - likely does NOT contain lead   |  |
|                                      | Fittings of unknown material (e.g., goosenecks, pigtails, and corporation stops) |  |

| NOTES/COMMENTS: |
|-----------------|
|                 |

**PLEASE SUBMIT YOUR PLUMBING MATERIAL BACK TO YOUR WATER PROVIDER:**

|                     |                   |
|---------------------|-------------------|
| PWS CONTACT, TITLE: |                   |
| PWS ADDRESS:        |                   |
| PWS EMAIL:          | PWS PHONE NUMBER: |