

New Hampshire Department of Environmental Services

Water Service Line Identification Instructions

The New Hampshire Department of Environmental Services is working with Hazen and Sawyer to proactively comply with revisions the U.S. Environmental Protection Agency made to the Lead and Copper Rule. A new federal requirement, the updated rule applies to all water systems in the nation and requires an inventory of service line materials to ensure there is no lead. To that end, we are asking recipients of this notice to submit data regarding their service line material by following the instructions below.

WHAT YOU NEED TO HAVE ON HAND:



Smartphone



Magnet



Flashlight



Key



OR Coin



OR Screwdriver

- 1 Scan QR code with your smartphone

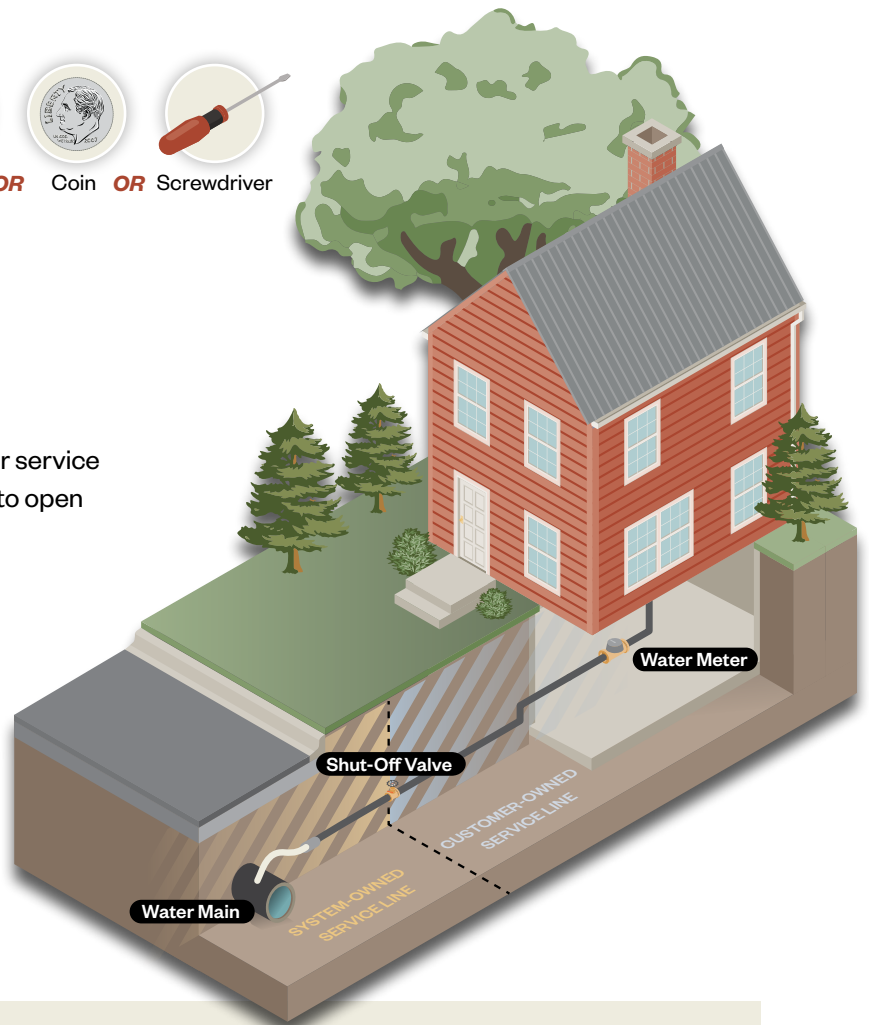


- 2 Follow the instructions on the map to locate your service line address. Select your address and click the link to open the material verification form.

- 3 Fill in fields as indicated on submission form.

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

- 4 Follow these steps to identify your service line material

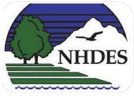


STEP 1. Locate your service line. The service line is typically located in the basement, crawlspace, beneath mobile home, or near the front of your property. You can also check the water meter. Inspect the area around the water meter. You should see a pipe connected to it – this is the water service line.

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. 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.
(Continued on the next page)



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STEP 5. Submit a photograph of the service line.

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

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



Thank you for participating in this survey and assisting us with locating lead service lines. For more information on the Lead and Copper Rule Revisions program, visit the NHDES website.