

Water Service Line Inventory – Frequently Asked Questions

- **What is a service line?**
 - A service line is the pipe connecting the water main to the interior plumbing in a building. (It is how you receive water).
- **I have already provided you with my water service material type. Why am I receiving this letter?**
 - Ask what letter they received.
 - Lead notification letter: You received this letter because it was documented you have a lead service.
 - Galvanized notification letter: You received this letter because it was documented you have a galvanized service which may contain lead particles.
 - Unknown notification letter: Thank you for providing us with your service material. Unfortunately, the service material under the roadway is unknown. The city will be working to identify this material in the future.
- **I have not provided my water service material. How can I get you that information?**
 - We can provide you with a QR code or
 - You can send us an email with a picture of your water service at the meter or
 - You may request city staff to complete an inspection
- **I don't know how to use a QR code, can you help me?**
 - You can scan a QR code with the camera on your smartphone. Simply open the camera and hover over the QR code, but don't take a picture. An option to open a link to the city's inventory website should appear. At the top of this website, you can click on the button to take the self-assessment survey.
- **What does the inspection entail?**
 - The inspector simply needs to visually inspect the material of the water service line that is coming into your home. In some instances, the inspector may need to perform the "scratch test" on a metal pipe, but this will not damage the pipe. The water service line often enters your home in your basement. After the inspector finds and records the material of the water service line, they will leave, and no further action is needed.
- **What if I have already scheduled an inspection?**
 - Thank you for your help. Some inspections were unable to be completed prior to the submittal process due to timing. If the inspection has been performed, we should have that information for the future.
- **I have a lead or galvanized service, now what?**
 - Follow the recommendations in the notification provided.
 - The city is currently working to complete their inventory and establishing a service replacement plan for future funding to replace lead and galvanized services.
- **How much will it cost me to replace?**
 - If funding is available, there may not be any cost to you.
 - If you do not want to wait for future funding, you may contact a local contractor to get an estimate for replacing your service. For this method, you would pay 100% of the cost.
- **How does funding work?**
 - Funding for lead and galvanized service replacement can only go through the city.
 - The city is working on establishing a lead service replacement plan. Once a plan is established, the city will apply for funding.
 - Assistance for service replacement is only viable if the state has funds to provide.
- **What is the timeframe for funding?**
 - Timeframe will vary. The earliest funding would be available is 2026.
- **Should I be concerned if my water service is unknown?**
 - No, you should not be concerned. In most cases, the material coming through your basement foundation is the same out to the street. However, the city has not been able to confirm this, which is why your service is unknown. The city is working to identify the remaining unknown services. Be sure you have checked your water service at your meter in the basement. If you have not, please provide this information.
- **Is my water safe to drink?**
 - The city follows state and federal water sampling requirements each year. The source water provided by the city / utility is in compliance and safe to drink. This however does not account for water quality after flowing through a lead service. Please follow the steps outlined in the notification letter if you have a lead or galvanized service.