



SERVICE LINE INVENTORY RESIDENT FAQ



120Water™



Basic Service Line Questions

What is a service line inventory?

- A service line inventory is an EPA-mandated requirement for every water system to compile a list of all service line materials going from the water main into the building. Each community is responsible for collecting this data by way of historical record analysis and visual inspection of the service line.

How do I find my service line?

- Your service line is typically located near your water main shut-off valve. This is often found in your basement, crawl space, or garage.

How do I determine my service line material type?

- There are various at home tests you can complete to assist with determining your material type. Your service line is likely made of either copper, galvanized steel, plastic, or lead. Plastic pipes are often black or blue and easily recognizable. You can grab a magnet and if it sticks to the pipe, it is likely galvanized steel as lead and copper are not magnetic. Another option is to complete a “scratch test” with a screwdriver and create a small scratch on the service line. If the scratch is shiny and copper in color, your line is made of copper. If it scratches easily and the scratch is shiny and silver, your line is made of lead.

How do I get more information on the service line inventory program?

- The EPA has released guidance on the nationwide initiative, which can be found on their website. Your local water utility likely has more information on their website as well. If you run into issues finding more information, call your local water utility to learn more.



Basic Service Line Questions

Why did I have a survey sent to me?

You were sent a survey to help verify the material type of the service line coming into the basement or crawl space of your home or business so that the water system can compile an inventory of all service line materials within the distribution community.

What if I don't know what my service line is?

That is ok! Your water utility can use other methods and tests to investigate what your service line is made of. Your system will be in contact regarding your options.



Questions About Results & Lead

What happens if lead is found in my service line?

If your service line material is verified as a lead material, you are encouraged to replace it. Each state agency has available resources to help fund lead service line replacements for residents who are unable to afford it.

Where can I find the results of the service line inventory for my community?

Many water systems will be required to publish their service line inventory online. Check your system's website first for results. Many systems will have a map based view where you can search by your physical address. If nothing is found online, contact your local water utility.

If I want to test my water for lead, where can I purchase a kit?

Your water system has likely partnered with a provider, such as 120Water, to provide sampling kits for the purposes of testing lead. Check out your water system's website to find more information on how to obtain a kit.

Are there funding opportunities available to help me replace a lead service line?

Yes! Each state has received funding through the Bipartisan Infrastructure Bill for the sole purpose of replacing lead service lines. States also have revolving funds that can be tapped into in certain circumstances. Contact your local water system to learn more.