

**You will need these for the  
Online Questionnaire**

**Group:**  
GM1

**Premise Number:**  
9876543-1

M4D-001



#####  
### \*\*\*\*\*AUTO\*\*SCH 5-DIGIT 60181  
JOHN DOE  
6665 UNDERWOOD ROAD  
MARSHALL, TX 75672

**Premise Address:**

6665 UNDERWOOD ROAD  
MARSHALL, TX 75672

Dear Customer,

As part of our commitment to providing you with clean, safe, and reliable water, we are replacing lead and some galvanized service lines to reduce the risk of lead exposure. It is expected that there will be no direct cost to the homeowner. To do this, we need your help to identify the type of service line material in your home, the types are: **Copper, Galvanized, Plastic and Lead**. See Instructions below.

## Take a few minutes to complete your questionnaire!

Before you begin the questionnaire:

1. Grab a coin to scratch the surface of the pipe and a fridge magnet if you have one.
2. Locate your water service line in your basement or utility closet. You will find photo examples on the second page of what your water service line will look like.
3. Complete the questionnaire using one of the following methods:



### On your Phone:

1. Scan the QR code to the right using the camera app on your phone or tablet.
2. Review the Material Types on the website or on page two.
3. Click on the Service Line Materials Questionnaire button:
  - Add your Group and Premise Number (from this sheet) and fill out a few quick questions.
  - Snap a photo of your Water Service Line and upload.
  - Check the reCAPTCHA box.
  - Click Submit and you are done!



### On your Computer:

1. Go to <http://www.aquaservicelinematerials.com/>
2. Review the Material Types on the website or on page two.
3. Click on the Service Line Materials Questionnaire button:
  - Add your Group and Premise Number (from this sheet) and fill out a few quick questions.
  - Snap a photo of your Water Service Line on your phone and upload it to your computer and questionnaire.
  - Check the reCAPTCHA box.
  - Click Submit and you are done!



### Through the Mail:

1. Review the Materials on the second page.
2. Complete the Service Line Materials Questionnaire on page three:
  - Make sure your last name and address is correct or provide the correct information in the form.
  - Provide all other necessary information within the form.
  - Place form inside the attached prepaid envelope. Then seal the envelope.
    - Or please mail to **Aqua Service Line Materials, PO Box 950, Lansdale, PA 19446**
  - Drop in your mailbox, at your local post office, or in a postbox and you are done!

If you have questions please contact the **Aqua Service Line Materials Call Center at (610) 727-5850.**



## Frequently Asked Questions

### **When should I respond by?**

Please respond within a few days. We will accept your responses at any time.

### **What happens if I don't respond?**

We will continue to contact you until we can obtain this information.

### **What if I choose not to participate?**

We will need to visit your home to collect this information. If you do not allow access into your home, we may need to dig a small hole in your front yard to inspect your service line.

### **How do I know this isn't a scam?**

Please visit <https://www.epa.gov/lead> to understand this federal requirement. You may also visit <https://aquawater.com/about-water/water-quality/lead.php> to learn about lead in drinking water.

### **How do I scan a QR code?**

On your phone or tablet, open the camera app, then position the phone or tablet above the code so that it appears on the screen. Tap the notification that appears on the screen to go to the website.

### **Why do I need to participate?**

Water companies are required to know what water service line materials are made of so that we can remove service lines that could add lead to your drinking water.

### **Who is responsible for replacement if necessary?**

Please visit <https://www.aquawater.com/customers/guides-and-tips.php#div-responsibilities> to better understand what you are responsible for.

### **What will happen if I do have lead or galvanized pipes?**

If you report that you have lead or galvanized service lines, we may contact you to verify its material. We are developing a timeline that will meet or exceed state and federal requirements to remove all lead and some galvanized service lines. You will be contacted when your service line is scheduled to be replaced.

### **How much is it going to cost me if my pipes need to be replaced?**

It is expected there will be no direct cost to the homeowner.

### **What if I can't get to where the pipes are located, do I have any other options?**

Yes, please let us know if you cannot access your service line and we will arrange for a service representative to visit your property at a scheduled time.

### **Am I checking the pipes coming into the house from the outside or all pipes in my house?**

Please check the water pipe immediately entering your house from the exterior wall or floor. Many times, there is a water meter near this location. Please see examples on the following page.

### **Is this only happening in my area, state, or is it nationwide?**

The United States Environmental Protection Agency is requiring the removal of all lead and some galvanized pipes across the entire country.

### **If there are lead pipes elsewhere, how do I have them addressed?**

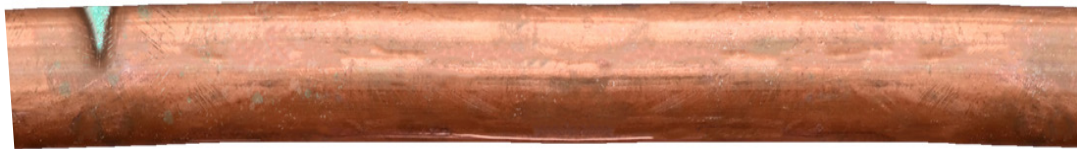
We encourage you to request a plumber to investigate your home further if you suspect that you have lead water pipes elsewhere in your home.

If you have questions please contact the **Aqua Service Line Materials Call Center at (610) 727-5850.**

## Service Line Material Types

### COPPER

- Color of a penny or has a greenish corrosion
- Is **NOT** magnetic
- Easily Scratched



### GALVANIZED

- Color is a dull gray or silver
- Noticeable threads
- Is magnetic
- Tends to rust



### PLASTIC

- Color is black, white, or blue
- Usually engraved with a code
- Is **NOT** magnetic



### LEAD

- Color is a dull gray or silver
- Noticeable solder bulbs
- Is **NOT** magnetic
- Easily scratched
- Easily bent





## Water Service Line Material Examples



Water service line penetrating the wall



Water service line penetrating the floor

## DO NOT USE THESE LINES





## Service Line Materials Questionnaire

Group: GM1

Premise Number: 9876543-1

Last Name:

Please complete if Last Name is incorrect:\*

DOE

E-mail:

Phone Number:

Premise Street Address: 6665 UNDERWOOD ROAD

Premise Address Line 2:

Premise City:

Premise State:

Premise Zip Code:

MARSHALL

TX

75672

Complete this section if the Premise Address above is incorrect\*

Updated Street Address:

Updated Address Line 2:

Updated City:

Updated State:

Updated Zip Code:

Service Line Material Type\*

☐ Copper ☐ Galvanized ☐ Plastic ☐ Lead

☐ Other

Year Home was Built:

Required\*

Please fill out the questionnaire at <http://www.aquaservicelinematerials.com>  
or fill out the physical form above and mail it in using the provided envelope.

If you have questions please contact the **Aqua Service Line Materials Call Center at (610) 727-5850.**

GM1-PA-9876543-1



