

Service Line Stewardship Program



Service Line Identification and Survey Instructions

Howard County is working to proactively comply with the U.S. Environmental Protection Agency's Lead and Copper Rule Revisions (LCRR) and Improvements (LCRI). This federal regulation applies to all utilities in the nation and requires an inventory of service line materials to ensure there is no lead in our water distribution system. We successfully submitted our inventory to the Maryland Department of Environment in October 2024.

Customers listed as having an unknown service line were sent a notification letter from the County and will continue receiving communications informing them of their water connection status. If you received a notification, we are asking that you kindly fill out and submit a self-reporting survey as per the below instructions. **Note: If you have not received a notification letter, we have a record of your service line and it is not lead, so no further action is needed.**

To identify your service line and submit the information to us, please have on hand a:



Smartphone



Key

or



Coin



Magnet



Flashlight

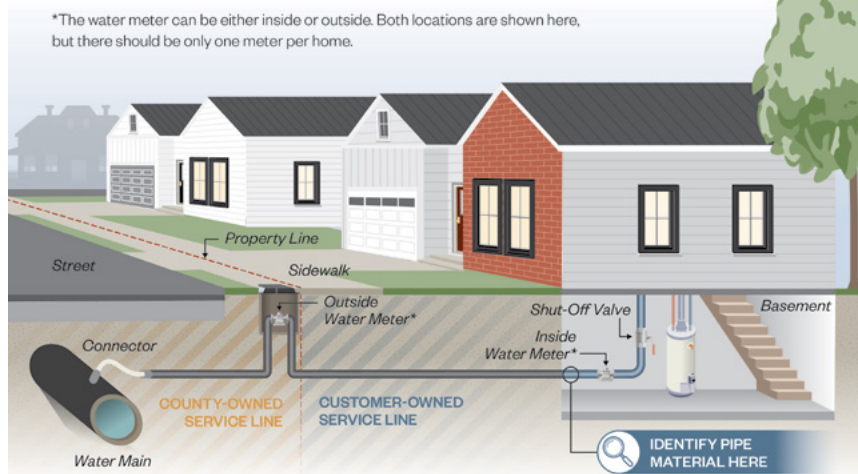


Scan QR code with your smartphone

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.

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

Follow these steps to identify your service line material:



STEP 1

Locate your service line. The service line is typically located in the basement.

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 as shown in the graphic. **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.**



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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

STEP 5

Submit two photographs of the service line. Be sure to:

- Use a camera or smartphone to capture clear, well-lit images that show the service line material at the point it enters your wall and a closeup of the scratch/magnet test area.
- Upload the images. 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:
 - a. Include where you located the service line
 - b. Not exceed more than 1,000 characters

STEP 6

Before submitting your survey please take a moment to make sure you have:

1. Carried out the scratch/magnet test on the water service line, not another pipe in your home.
2. Carried out the scratch/magnet test in the correct spot as indicated in the above graphic, right where the pipe enters the wall.
3. Submitted two photographs as per the instructions above.

If your submission does not meet these requirements, we won't be able to accept the information and update our inventory. You'll also receive an email letting you know that your survey is invalid.

Thank you for participating in this survey and assisting us with the service line material identification process.