



POSSIBLE QUESTIONS FROM CUSTOMERS & RESPONSES FOR SERVICE LINE NOTIFICATIONS

Why did I receive the unknown service line notification?

All public water systems in the United States have been required by the EPA to identify the material of all water service lines from the water mains to customer buildings to determine if there are any lead water lines in the system. You have received this notification because the Town has not yet verified the water line serving your building and cannot confirm that it is made of a non-lead material. Town staff is currently working to identify all these unknown service lines, which includes yours. This notification does not mean that you have a lead service line, but until we can confirm your material, we must make you aware of the potential for lead in your service line. However, the potential for lead is very low considering the Town has not encountered any lead service lines up to this point.

Who owns the water service line?

As per Town code, the Town owns and maintains the water service line from the water main, which is generally in the street, up to and including the meter. The customer owns and maintains the service line from the meter to the building.

Why does my water service line need to be identified?

All public water systems in the United States are required by the EPA to identify the material of all water service lines from the water mains to customer buildings to determine if there are any lead water lines in the system. The Town is required to work with all customers to complete this identification work to ensure that there are no lead lines.

When will the Utility identify my service line?

We are working to identify all the unknown service lines in the system as soon as possible, but you will be contacted ahead of time to coordinate the identification work.

Can I have my pipes identified immediately?

This is requiring a tremendous effort on the part of the Town, and we are completing this identification work in a systematic way. We are asking that all our customers allow us time to complete this as efficiently as possible and wait for the Town to reach out to schedule this.

How can I identify my line or determine if it is lead?

Find the location where the main pipe enters your home and check to see if it is plastic or metal. If it is plastic, it is not lead. If it is metal and the color of the pipe looks like a penny, it is copper. If the color is silver or gray use a magnet to see if it sticks. If it does stick, you probably have galvanized steel pipes. If it does not stick, you may have lead pipes.



What should I do until my line is identified?

If you are concerned that your line is lead, you can reduce your exposure by running your water for a minute or two prior to using, use cold water to cook or consider using a water filter that is certified for lead removal.

I have galvanized steel pipes, should I be concerned?

Galvanized steel pipes are a concern if they were previously connected to an upstream lead line. However, if this was never the case, they are safe from lead. The identification work that the Town is engaged in will help you determine if lead was ever used upstream of your galvanized service line and if lead is discovered you will be notified immediately.

What if my service line is lead?

If lead is discovered on the Town owned side of the service line, it will be scheduled to be replaced as soon as possible. If lead is discovered on the customer owned side of the service line, the Town will immediately notify the customer and provide guidance on how to reduce potential lead in their water. Additionally, the Town will offer to take samples of the water to determine lead levels in the water.

I am a renter and do not own the building, do I need to do anything?

Please also share this notification with the owner of the building.