Please check your water service line material

We need your help! Protecting drinking water from lead sources is the shared responsibility of OWASA and our customers. OWASA strongly encourages customers to identify and replace any lead pipes or plumbing materials serving their home.

OWASA is following new regulatory requirements and building an inventory of water service line material in our community. Knowing your service line's material helps you and OWASA ensure that you have safe drinking water. Please follow the steps below to submit information on your service line material to OWASA. You can submit your findings at https://www.cognitoforms.com/OWASA2/servicelineinspectionform (QR code below).

You can find more information for reducing your risk to exposure to lead on our Water and Health webpage.

If your home was built before 1988, you may have a lead service line. Follow the steps in this flyer to check your water service line material.

< 1988 >

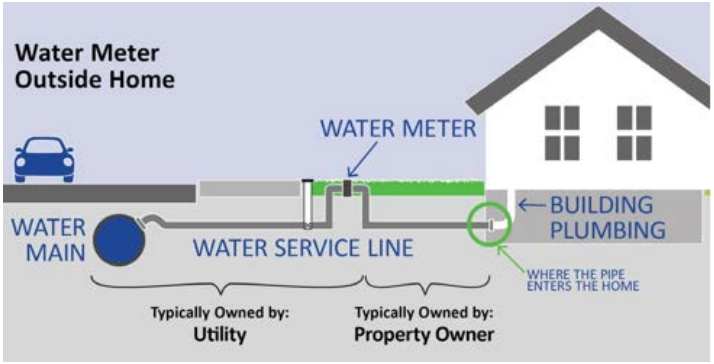
If your home was built in or after 1988, you do not have a lead water service line.

Step 1: Gather a strong magnet and a key or coin.

Step 2: Find where your service line enters your building.

» In most cases, your water meter will be outside and there will be a valve in a basement, crawl space, or utility closet where the pipe enters the building.

Step 3: Test the material of the pipe coming from the street by scratching the pipe with the key or coin, holding the magnet to see if it sticks and then compare your results to the options below.



Continue to **Step 4** on back >>





Lead
- Gray or silver
- Scratch test: Shiny and silver (soft and scratches easily)
- Magnets will not stick
- Widens at base and forms a 'bulb'



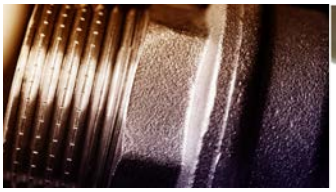


Galvanized Steel
- Gray or silver
- Scratch test: no visible scratch on surface
- Magnets will stick
- Has threads at connections





Copper
- Dull brown; greenish
- Scratch test: same color as penny
- Magnets will not stick




Brass
- Brown; can have green corrosion spots
- Scratch test: gold color
- Magnets will not stick
- Has threads at connections





Plastic
- Smooth and gray, blue, black, or white

Step 4: Take a photo at the location where the pipe comes into the building.

Step 5: Upload the photo and results using the steps below.

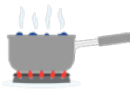
Submit your results to the OWASA survey:

1. Scan the QR Code or type https://www.cognitoforms.com/OWASA2/servicelineinspectionform into your browser.
2. Fill in the fields on the registration form. You can find your account number on your water bill.
3. Click Submit and you will receive an email confirming your submission.

What to do if your service line is lead...



1. **Run cold water before using.** The longer the water stays in the plumbing, the more lead it may have. If the water in the faucet has been sitting for more than six hours, run water for 5 minutes before using it. Showering and flushing the toilet also help flush your water line and are safe to do.



2. **Use cold water for cooking and drinking.** Lead dissolves into hot water more easily than cold water. If you need hot water, draw cold water and then heat it. It is still safe to shower, wash dishes, and do laundry with hot water from the tap. Lead does not leach into humans through the skin.



3. **Remove and clean aerators/screens.** Every three months, remove and clean aerator screens at the tip of faucets to remove any build up.



4. **Test your water for lead.** Since you cannot see, taste, or smell lead in drinking water, test your water for lead using a U.S. Environmental Protection Agency (EPA)-approved lead test kit or OWASA offers free lead testing to our customers. Please contact our WTP Laboratory at (919) 537-4228 or WTPLaboratory@owasa.org



5. **Use filters.** Consider using a water filter. Be sure the filter is approved to reduce lead (NSF certified): visit www.nsf.org for information on the appropriate water filters.



6. **If you are worried about lead exposure,** contact your local health department or healthcare provider to find out how to be tested for lead.



7. **Consider replacing your service line.** Contact your local plumber.

If you have questions, please contact us at info@owasa.org or by calling 919-968-4421.

Thank you!

OWASA