



Water Service Line Material SURVEY



To complete this survey online, scan this QR Code

ATT: DOUGLAS RWD 4 WATER CUSTOMERS

Due to newly updated state and federal regulations, the RWD is required to keep a record of the material of all drinking water service lines. The goal of these regulations is to reduce the public's exposure to **LEAD**. Exposure to lead can be harmful to human health, especially for children and the elderly.

The RWD is collecting information about the privately-owned section of the service line by conducting a customer survey. Please help the RWD ensure clean water for generations to come by completing a survey for your home or business by **June 30, 2024**. The survey is available to complete online by scanning the QR code at the top of this flyer. Paper copies can be obtained at the RWD office (1768 N 700 Rd).

For additional information about the new regulations, visit www.epa.gov/dwreginfo/lead-and-copper-rule



Mailing Address: 1768 N 700 ROAD BALDWIN RWD, KS 66006
PHONE NUMBER: (785) 594-3847

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Water Service Line Survey

Frequently Asked Questions (FAQs)



Question	Answer
Why is the RWD asking for this information?	Short answer – to comply with federal regulations. Long answer - The federal government recently changed its regulations to require all drinking water providers nationwide to collect and compile information about the material of all drinking water service lines – this includes the RWD and Customer owned sides of the service line. In turn, we are asking our customers to fill out this survey to help us comply with these new regulations.
Why did the federal government change the requirements?	The goal is to reduce the public’s exposure to lead – a metal that can be harmful to human health. Some older drinking water service lines were made of lead. The first step to reduce exposure is to identify lead pipes.
What part of the service line do I own?	The RWD owned side of the service line connects to the water main and extends to the water meter. The Customer owned side of the service line extends from the water meter up to the building's internal plumbing. We are also collecting information about the internal plumbing of the building.
Will I be reimbursed if I want to hire a plumber to determine my service line material?	At this time, no funding has been made available for customers to determine their service line material. We are monitoring state and federal funding programs and will be sure to let our customers know should that funding be made available.
Is information about the service line material on the RWD side of the meter being collected?	Yes. The RWD is currently developing an inventory of all of its drinking water service lines.
Will this information be made available to the public?	Yes. In accordance with the federal regulations, the lead service line inventory is required to be made available to the public. Upon completion of the inventory, a final report will be made publicly available no later than October 16, 2024.
If my service line is lead, when will it be replaced?	Once we know which, if any, of the customer side lines or RWD side lines are lead pipes, a replacement plan will be developed. We will know more about the replacement timelines once the inventory and replacement plan are complete. We will keep our customers informed as information is made available to the RWD by KDHE.
Will the RWD pay to replace the private side of my lead service line?	After the inventory is complete, the RWD will develop a replacement plan to address lead service lines. Funding for replacement of lead service lines will be partially dependent on available federal funding. The RWD will work with the affected homeowners to determine the share of the replacement costs the homeowner may be responsible for.





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Thank you for your assistance. By filling out this survey, you are helping our community comply with new state and federal drinking water regulations. Please use the contact information at the end of this survey if you have any questions.

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Customer Information

Disclaimer: Property Address and Account Number are required to help the Rural Water District comply with new regulations. If Name, Phone Number, or Email Address are provided, it will be for internal use by the Rural Water District ONLY to help the Rural Water District verify information provided on this survey, if necessary.

First & Last Name: _____

Phone Number: _____ Email Address: _____

Property Address: _____

Account Number: _____

(Please use the account number found on your water bill. If you have questions, call the office at (785) 594-3847

Please circle the appropriate answers below:

Building Type:

(Examples for Building include Commercial, Church, Industrial, School, Day Care; Examples for Other include Irrigation, Agricultural Connection)

Single Family / Multi-Family / Building / Other

Year Built: _____

Pipe Information

Water Service Line Material: *(Based on the appearance, testing, or existing records, please select the appropriate material of your water service line. This is the material of building owner's service line between the meter and the building structure. Refer to the guide on the back to help determine the service line material.)*

Lead / Copper / Galvanized Steel / PVC / HDPE / PEX / Other Non-Lead / Unknown

Water Service Line Diameter: *(Most common residential service is 1 inch)*

1/2" • 3/4" • 1" • 1 1/4" • 1 1/2" • 1 3/4" • 2"

Water Service Line Install Date: _____

(Please provide the installation date of your water service line. If you don't know the install date, please provide the year the home or building was built)

Building Primary Water Plumbing Materials:

(This is the plumbing material that enters and is throughout the building. Refer to the guide on the back to help you determine the service line material.)

Lead / Copper / Copper Pipe with Lead Solder / Galvanized Steel / PVC / HDPE / PEX / Other Non-Lead / Unknown

Building Secondary Water Plumbing Materials:

(If the plumbing material is the same throughout the structure, select the same material as Building Primary Water Plumbing Material.)

Lead / Copper / Copper Pipe with Lead Solder / Galvanized Steel / PVC / HDPE / PEX / Other Non-Lead / Unknown

Year (Range) Building Water Plumbing Installed:

Before 1989 / Between 1989 & 2014 / After 2014 / Unknown

Source of Information: *(How did you determine the material of your water service line?)*

Visual Inspection / Plumbing Records / Scratch Test

Water Treatment Device

(Water Softener, water filter, Reverse Osmosis, or other in-home treatment device.)

Do you use a Water Treatment Device? Yes / No / Unknown

PLEASE RETURN TO DOUGLAS COUNTY RURAL WATER DISTRICT NO. 4 BY JUNE 30, 2024:

Mailing Address: 1768 N 700 ROAD BALDWIN CITY, KS 66006

PHONE NUMBER: (785) 594-3847

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Identifying Service Line Materials:

Step 1:

Locate the water line entering the building. You need to see the pipe where it comes through the floor or wall. In the basement or lowest floor or whole-house water shut-off valve nearby.

Step 2:

- Look for threads at connections.
- Scratch pipe with a coin or key to reveal the metal. You may need to scratch through corrosion or paint. Lead is soft and scratches easily.
- See if a kitchen magnet sticks to the pipe. Even a very strong magnet will not stick to a lead pipe.

Visual Scratch Testing

Lead is a dull gray color and very soft. If scraped with a key, it will turn a bright silver color.

Types of water pipes

Follow the guidance below or contact a licensed plumber to determine the material of your water pipes. To identify the material of your service pipe material on private property, check your household water service connection, typically located in the basement.

Homeowners should identify and replace old household pipes, particularly galvanized plumbing and sources of lead. The type of household plumbing can vary throughout your household.

Lead



A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will *not* cling to lead pipes.

Galvanized



A dull, silver-gray color. Use a magnet - strong magnets *will* typically cling to galvanized pipes.

Copper



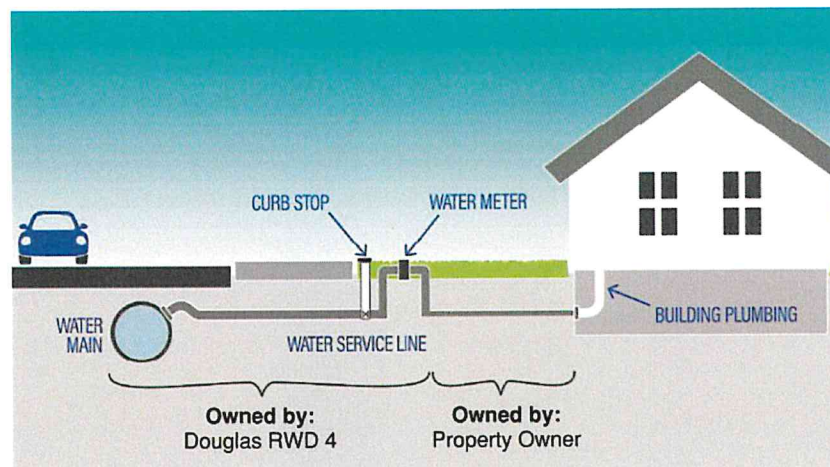
The color of a copper penny.

Plastic



White, rigid pipe that is joined to water supply piping with a clamp.

Service Line Material Ownership



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