

INFOGRAPHIC: Service Line inventory

Located at <https://www.mass.gov/doc/how-to-identify-service-line-materials-an-infographic-for-customers-english/>



ATTENTION CUSTOMER



You may have a lead pipe bringing water into your home.
Your water supplier can help!



We are now required to identify the type of pipes bringing water into our customer's homes (called a service line) and then help replace any lead pipes found. The first step is finding out the types of pipes– and YOU can help!

Step 1– ID Your Pipe

Use EPA's Protect Your Tap: A Quick Check for Lead

Use the guide at <https://tinyurl.com/EPA-quickleadcheck> or scan the QR code to determine if your pipe is made of lead.

This guide uses pictures and step-by-step instructions to identify lead service lines. Within the guide, choose Municipal Water and go to the section: "Find Your Water Line/Service Line."





Water pipe/service line

What to look for in your basement

Step 2– Let Us Know

Send Us Your Information using our Smartsheet Web Application

Go to this website and enter your pipe information: <https://tinyurl.com/MALSL-webapp> or scan the QR code.

The site may be accessed on your mobile device or computer. You do not need to download anything!

This website also allows you to upload a photo to help us identify the type of pipe.

EPA's Protect Your Tap guide has info about taking the right photo.



Step 3– We Confirm With You!

Thank you for helping us deliver safe drinking water!



Once we receive your information, we will contact you to confirm your service line material and provide you with information on how to replace it if it is lead.

Remember, lead in drinking water can cause serious health effects, especially in infants and children younger than 7 years old. There is no safe level of lead.