



Water Service Line Inventory Program

Service Line Identification Instructions

The City of Hagerstown is proactively working to comply with changes with the U.S. Environmental Protection Agency's Lead and Copper Rule by inventorying service line materials. The City sent letters notifying certain customers that their service line is unknown. If you have received a service line notification from us, please follow these steps to identify the material and send the information.

WHAT YOU NEED TO HAVE ON HAND:



Smartphone



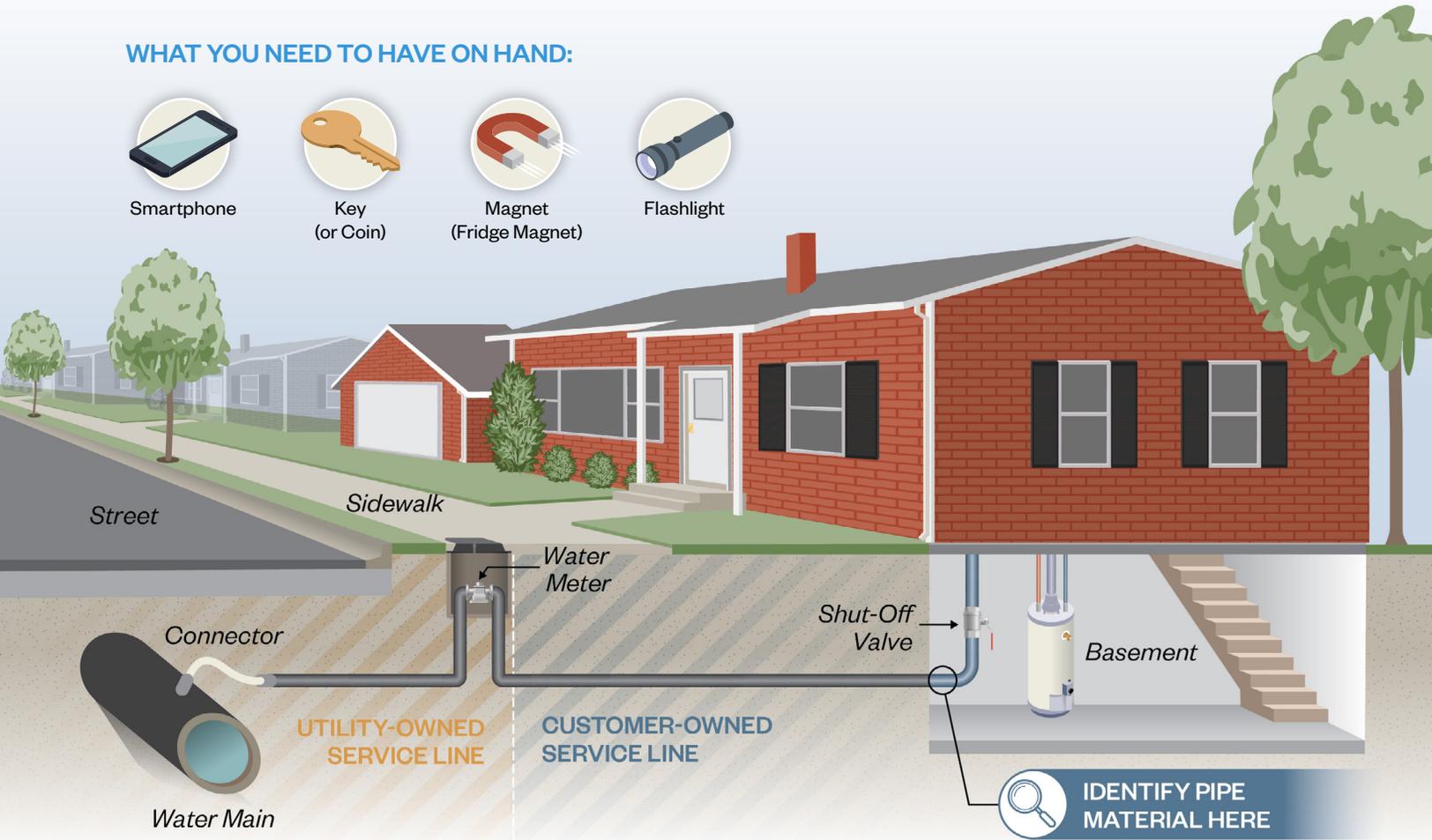
Key
(or Coin)



Magnet
(Fridge Magnet)



Flashlight



- 1. First, scan the QR code with your smartphone or paste the URL link into browser.** Follow the on screen instructions.
- 2. Next, locate your service line.** A service line is the water conveyance system that carries the water from the water main to your home. It is typically located in the basement or crawlspace as shown in the graphic.
- 3. Complete the steps on the following page.**



<https://tinyurl.com/hagerstownsurvey>

STEP 1. Place a magnet on the pipe (a fridge magnet will work). **Note if it sticks.**

STEP 2. Using a 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. Tap the pipe with a key or coin. **Note the sound.**

STEP 4. Using the table below, compare the results from the scratch/magnet test to determine the material of your service line.

STEP 5. Use a camera or smartphone to take two clear, well-lit photographs of the service line. First, capture the pipe as it enters the basement or crawlspace. Second, take a close-up photo of the scratch or magnet test. On the survey, click on the “Drop files here” or “select file” bar. Choose the file to upload (make sure it does not exceed 100 MB in size).

PIPE MATERIAL				
SCRATCH RESULT	Copper or orange	Dull gray	Shiny silver	Matches pipe surface
MAGNET RESULT	Will not stick	Will stick	Will not stick	Will not stick
TAPPING RESULT	Metallic ringing sound	Metallic, ringing sound	Dull sound	Dull, plastic sound

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

For more information, please contact the City of Hagerstown Water Division at 301-739-8577 x680, email Lcrrinfo@hagerstownmd.org, or visit [Water Service Line Inventory | Hagerstown, MD - Official Website](#)