

02/01/2024

Topic: Customer service line inspection

Please be aware that the Town of Ripley Water Department will be performing a customer service line inspection and survey. The Environmental Protection Agency and New York State Department of Health are requiring a visual inspection for all customer services either in the home or by excavation on private property. This survey is due to the state by October 2024. We will be going door to door asking for permission to enter the home under Water Ordinance Section 7, for the service line survey and performing a meter inspection/survey at the same time.

The in-home survey takes only a few minutes, if a meter needs repaired or replaced then that time will increase accordingly. If no one is home, a door tag will be left asking to call and schedule a time with the Water Department.

What we will be doing:

- Identifying Customer service line size and material
- Identifying what kind of water meter
- Identifying accurate numbers for the water meter
- A picture will be taken of the meter and service line
 - This is in case the State requires more information or if visual evidence of the inspection is requested

Thank you for your understanding,

Town of Ripley Water Department

NOTE: Water Ordinance: Section 7 – Every consumer shall allow at all reasonable times an accredited representative of the District to enter into and upon his building and premises, for the

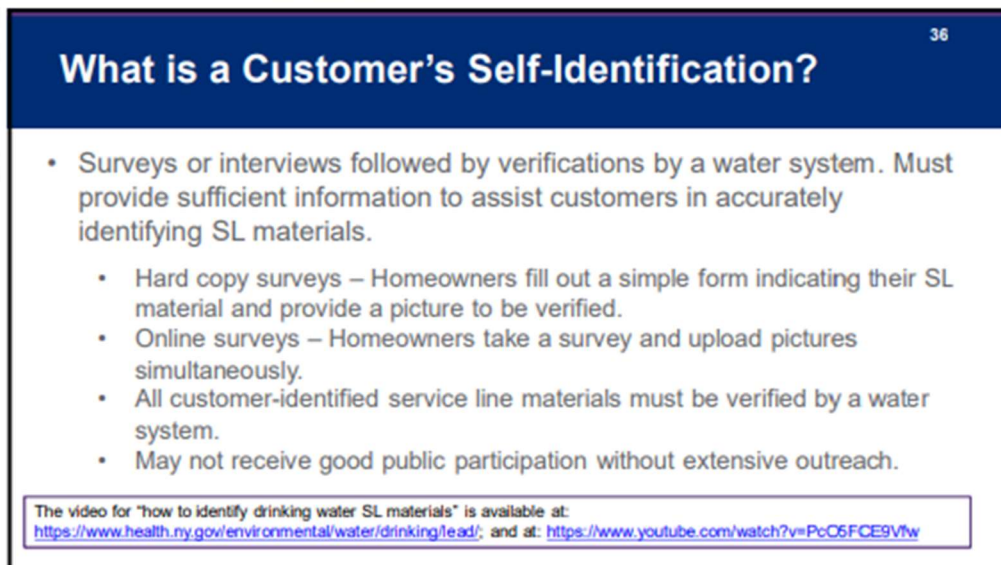
purpose of inspecting all pipes and facilities connected with the Town water system and the manner of their use.

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Please be advised that NYSDOH and the EPA have worked to change the Lead and Copper Rule. They are now requiring us to compile a database of water mains, service hook ups and customer laterals. The information that they are collecting is sizes of the lines, material of the lines, and if the line is the customer's responsibility or the water districts.

We are working on visiting every one of our customers (approximately 700) for a 5-minute meter and customer lateral inspection for the new Lead and Copper Rule. They have cleared for customers to provide us with the information. We are requesting customers to assist us by either providing the pictures and information that is necessary or to schedule with us for a quick inspection.



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What is a Customer's Self-Identification?

- Surveys or interviews followed by verifications by a water system. Must provide sufficient information to assist customers in accurately identifying SL materials.
 - Hard copy surveys – Homeowners fill out a simple form indicating their SL material and provide a picture to be verified.
 - Online surveys – Homeowners take a survey and upload pictures simultaneously.
 - All customer-identified service line materials must be verified by a water system.
 - May not receive good public participation without extensive outreach.

The video for "how to identify drinking water SL materials" is available at:
<https://www.health.ny.gov/environmental/water/drinking/lead/>; and at: <https://www.youtube.com/watch?v=PcC6FCE9Vfw>

- 1) Locate your water meter. Typical locations are in the basement, in a crawl space or in a meter pit. You will be working on the line that is before the water meter, this is the line that is not connected to the rest of your house.

- 2) Have a camera, a fridge magnet and something for a scratch test (sandpaper, small file, key, pocket knife).
- 3) Do a quick scratch test to identify if it is silver or copper in color, if the line is a form of plastic please skip to step 5. Do not dig into the line or puncher the line, just surface scratch the line to identify the coloring under any protective surface corrosion or discoloring. If you can determine the line color with out scratching that is fine.
- 4) Place the magnet on the line to determine if it is magnetic.
- 5) Take a picture! 1 picture of the entire set up including the water meter. 1 picture of the scratch test area or a close-up of the line coming in if it is a plastic type line. 1 picture if the magnet sticks to the line.
- 6) Email the pictures along with the address, your name, what you believe the material is (copper, galvanized steel, or plastic), and what you believe the line size is.
- 7) If you need assistance call.

Exhibit 5-3: Example of Location of Exposed Service Line in Basement

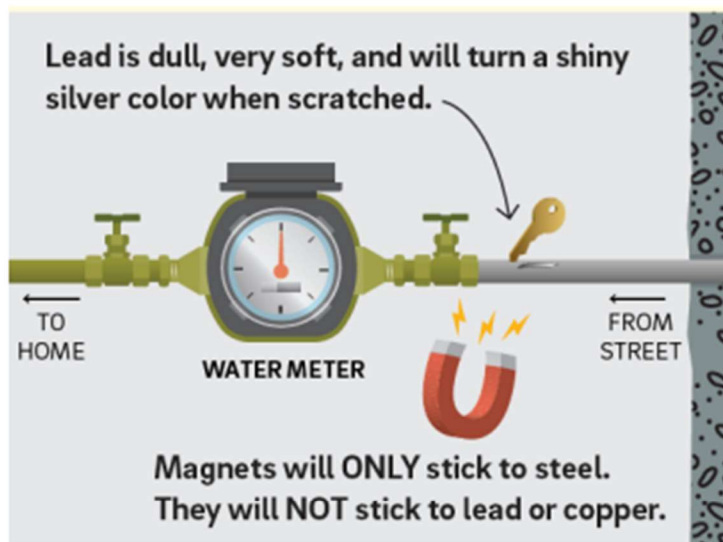


Exhibit 5-1: Examples of Commonly Found Pipe Materials



Source: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead-0>.

Can I Use Customers' Identification of Their SL³⁹ Materials?



Photos like these and magnet test results provided by a customer don't



If a photo looks like one of these, you need further verification, e.g., a site visit by PWS

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Scratch/Magnet Test



lead pipe

- Dull, soft and silver-gray color.
- Easily scratched, turn a shiny silver color when scratched.
- A magnet doesn't stick.



copper pipe

- A penny like color in a scratched area.
- A magnet doesn't stick.



galvanized pipe

- Dull, silver-gray color.
- Not easily scratched, remain dull silver-gray when scratched.
- A strong magnet **DOES** stick.



Please contact us if you need any assistance or would like to schedule with us to perform the survey.

Thank you for your assistance,
Town of Ripley Water Department