

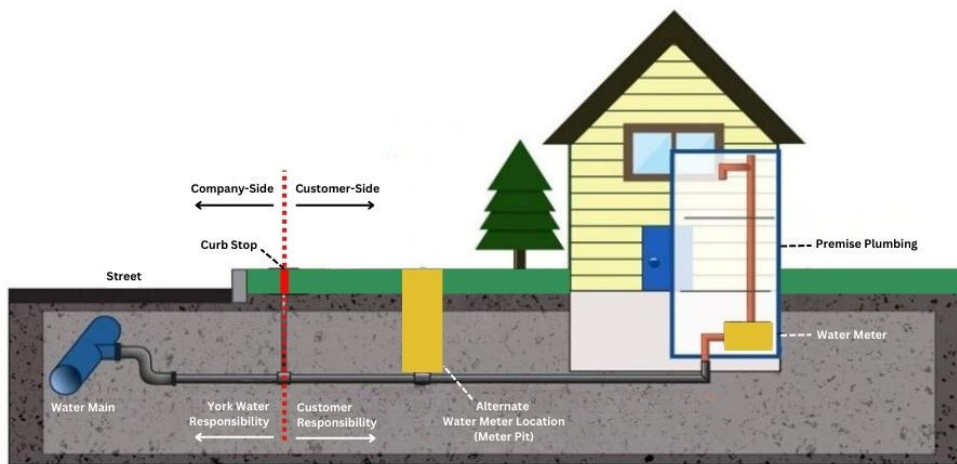


The York Water Company

Dear York Water Customer,

We need your help to identify your service line. This line is owned by you, but we would like to replace it if it is lead at no cost to you.

Water service lines include two sections: the water system-owned service line or the “company-side” and the customer-owned service line or the “customer-side”. The “company-side” is the pipe from the water main in the street to the curb stop and is owned by The York Water Company. The “customer-side” is the pipe that goes from the curb stop (see curb stop location below) to the house or business and is owned by the customer. The York Water Company does not have records for the customer side of the service lines. ***This is where your help is needed.***



Check your service line today – it should only take about 10 minutes. What you need to do:

1. Follow the simple steps on the back of this letter or on our website – www.yorkwater.com/water-quality/service-line-survey.
2. Navigate to the York Water Service Line Inventory Survey to enter your information.

If you are unable to identify the service line or cannot access the information online, contact The York Water Company team at customer.service@yorkwater.com or by calling 717-845-3601.

If you believe that you have a lead service line, you can inform us by entering your information or calling customer service. We will follow up with you once we have received your completed information. All lead service lines will be replaced by The York Water Company at no cost to you, our customer. By self-identifying your service line, it could eliminate the need for further appointments with York Water and/or excavating in your yard. Don't delay, identify today!

We appreciate your support as we work to collect the information of all 78,000 York Water customers.

Sincerely,

Matt Scarpato
Vice President Operations

Steps to Check Your Service Line Material

Step 1: Gather a key or a coin and a strong refrigerator magnet. Then, find your water meter.

The meter is usually located in a basement or in a meter pit outside. Look at the pipe that connects to your meter from the curb or the outside wall. If the pipe is copper/bronze in color, and may have green tarnish, the pipe is likely copper. If the pipe is white, it is likely plastic. If you have identified your service line material as copper or plastic, you can skip to Step 4 below.

Step 2: Carefully Scratch the pipe with the key or coin.

If the pipe is painted, gently scrape off the paint to expose the metal before you scratch it. Do not use a knife or sharp tool. Take care not to make a hole in the pipe. If the pipe scratches easily and turns a shiny silver color, the pipe may be lead or galvanized steel.

Step 3: Place the magnet on the pipe.

If the magnet sticks, the pipe is galvanized steel. If the **magnet does not stick**, the pipe is likely a lead pipe.


Note: A magnet will not stick to copper or plastic, however, these can be ruled out by color and the scratch test.

Step 4: Share your findings with York Water by completing the York Water Service Line Inventory Survey.

The York Water Service Line Inventory Survey can be found at yorkwater.com/service-line-inventory-project or by scanning the QR code.



Service Line Materials

		Lead	Copper	Galvanized Steel	Plastic
	Outer Appearance	Dull, silver gray	Brown/Copper (like a penny); Can have green corrosion spots	Dull, dark gray or black	White
	Threads at Connections	None	None	Yes	None
	Scratch Test (Use key or coin)	Shiny Silver	Hard to scratch, remains brown/copper	Hard to scratch, remains gray	Will scratch off pieces if scratched hard enough
	Magnet Test	Does not stick	Does not stick	Magnet WILL stick	Does not stick