

# Complete A Customer Service Line Self Report

This survey contains instructions for:

- **Locating your water service line point of entry**
- **Determining the material of your water service line**
- **Taking a valid photo of your water service line**

**You will need a coin or key and a refrigerator magnet to perform the scratch test described below and a copy of your water bill.**

**Completed self-identification survey form and photographs should be mailed to**

**Clay Roane PSD**

**1100 Elk River Rd**

**Procious, WV 25164**

**Or Email to [clayroanepsdvw@frontier.com](mailto:clayroanepsdvw@frontier.com)**

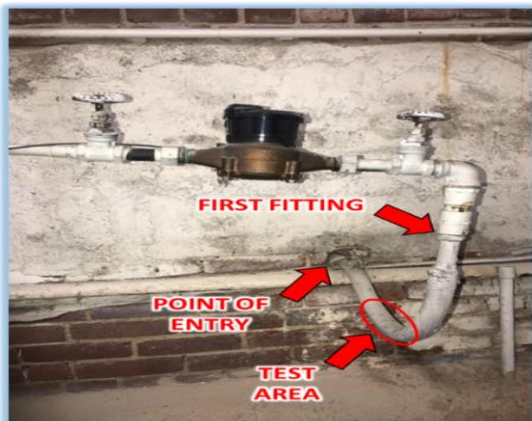
## **Step 1 - Locate the water service line Point of Entry**

Locate the water service line entering the structure. You need to see the pipe where it comes through the bare floor or bare wall "Point of Entry".



## Step 2 - Identify the Test Area

The portion of the service line that needs to be tested is between the point of entry and before the first fitting.



## Step 3 - Identify the Pipe Material

If the service line is covered or wrapped, expose a small area of the pipe.  
If the pipe is painted or corroded, use sandpaper to expose the metal first.  
Carefully scratch the pipe (like a lottery ticket) with a coin or key.  
Touch the magnet to the pipe and note if the magnet sticks.

## Material Identification

	Lead	Galvanized Steel	Copper	Brass	Plastic
<b>Appearance</b>	Dull gray often curves without fittings between wall/floor and shut off valve. Will flare out to form a bulb at connection	Dark gray or black. Straight rigid pipe	Brown, can have blue/green corrosion present	Brown, can have blue/green corrosion present	White, Blue, Black, or Red rigid pipe
<b>Threads at Connections</b>	No	Yes	No	Yes	Clamps at Connection
<b>Scratch Test Result</b>	Shiny Silver	Hard to scratch, remains gray	Shiny copper like a new penny	Gold color	Do not scratch
<b>Magnet Sticks</b>	No	Yes	No	No	No



**LEAD**

**GALVANIZED STEEL**



COPPER

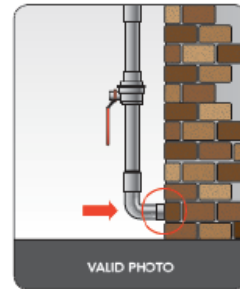
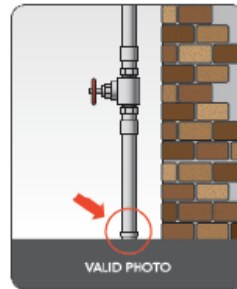
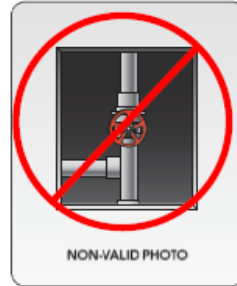


BRASS



PLASTIC

**Step 4 - Take a photo of the Service Line point of entry that includes the scratch test area**



**Step 5- Complete the Customer Lead Service Line Inventory Self Identification Form.** Forms can be found on our website, in the District's office or one can be mailed to you by calling 304-548-5209.

**Step 6 – Mail or email the photo along with your self-identification form to the addresses above.**

The photo must clearly show the service line point of entry through the wall or floor and the scratch test location.