



WATER SERVICE LINE INVENTORY PROGRAM



Self-Reporting Survey Instructions

The City of Naples Water Service Line Inventory Program is working to proactively comply with revisions the U.S. Environmental Protection Agency made to the Lead and Copper Rule. A federal requirement, the updated rule applies to all water systems in the nation and requires an inventory of service line materials to ensure there is no lead.

A service line is an underground pipe that connects your home to the public water main. We are asking customers listed as having service lines made from unknown materials to fill out and submit a self-reporting survey as per the below instructions.

WHAT YOU NEED TO HAVE ON HAND:



Smartphone



Key



Magnet



Coin



Flashlight

www.naples-lcrr.com/survey



Scan the QR code with your smartphone or type the URL directly into your browser.

Follow the instructions on the geospatial map to locate your service line address. Start typing your address in the search field. Select your address from the drop-down menu and click the link to open the material verification form.

Fill in fields as indicated on the submission form.

Note: Fields marked with an asterisk are mandatory, meaning your submittal will not go through if left blank.

Follow these steps to identify your service line material:

STEP 1. Locate your service line. The service line is typically located at the hose bib on the side of the house.

STEP 2. Using the key, coin, or other tool, lightly scratch your water service line as close to the wall as possible where it comes out of the ground before the shut off valve. Note the color.

STEP 3. Place a magnet on the pipe. Note if it does not stick.

STEP 4. Tap the pipe with a coin. Note the sound.





STEP 5. Use the below table below to determine the result and note your service line material.

(Continued on the next page)



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PIPE MATERIAL				
	Copper	Galvanized	Lead	Plastic/HDPE/PVC
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

STEP 5. Submit a photograph of the service line.

- Use a camera or smartphone to capture a clear and well-lit image of the service line material at the point it enters your home.
- Upload the image. Click on the “Drop file here or select file” bar. Choose the file to upload (make sure it does not exceed 100MB in size).
- Type in a brief description of the file you uploaded. The description should:
 - a. Include where you located the service line
 - b. Be less than 1,000 characters



Thank you for participating in this survey and assisting us with developing our service line inventory. For more information, visit www.naples-lcrr.com or email utilitiesemail@naplesgov.com.