

Customer Water Service Line Survey

The City of Big Sandy is making this survey available to its water customers to aid in identifying its service lines. Big Sandy water customers can either choose to complete the survey online or by form (available at City Hall), one survey for each water meter that they use or is on their property. All personal information will remain confidential. For more information, please contact City Hall at (903)-636-4343 or by email at utilityclerk@bigsandytx.gov.

Customer Contact Information: *(this information is for our record and will not be shared)*

Name: _____ **Phone:** _____

Email: _____

Location Information: **Address:** _____

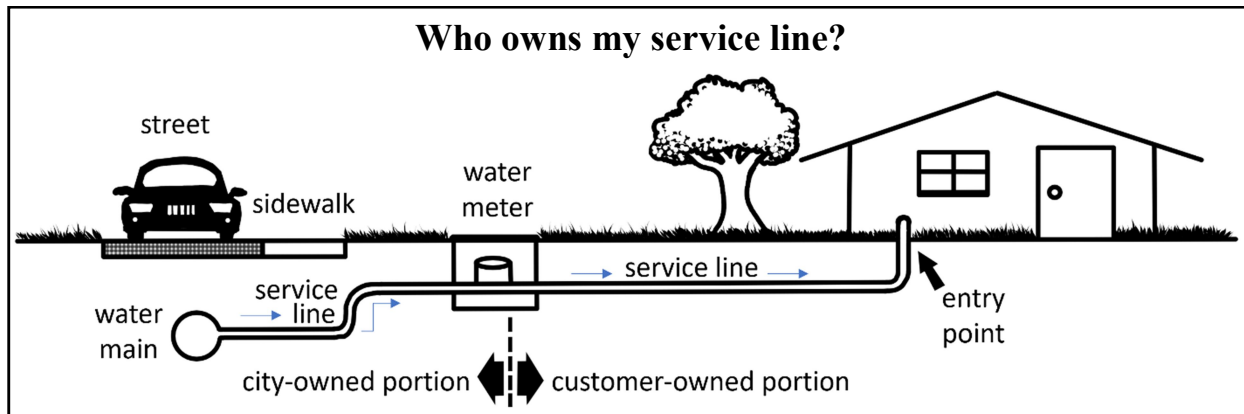
City: _____ **State:** _____ **Zip Code:** _____

Location of Entry Point on Building (if known): _____

Type of Service: (Select all that apply)

- Single-family Residence
- Multiple-family Residence
- School or child care facility
- Building (not residence, school, or childcare facility)
- Other (please describe):** _____

Build Year for Building (if known): _____ Unknown



As shown in the diagram above, every water service line is split into two portions: the **customer-owned portion**, stretching from the water meter to the building or irrigation system, and the **city-owned portion**, stretching between the water meter and water main. The following questions will ask about each portion individually. Any information you can provide will help us. If you do not know the answer to a question, please just leave the question blank or mark it as unknown.

Customers are NOT required to dig up their service lines if they aren't already visible. If you do not know the answer to a question, please mark it as unknown.

Year of Water Service Line Installation: (Select one for each portion)

City-owned portion:

- Before 1989
- Between 1989 and 2014
- After 2014
- Unknown

Customer-owned portion:

- Before 1989
- Between 1989 and 2014
- After 2014
- Unknown

Pipe Diameter:

City-owned portion: _____ inches

Customer-owned portion: _____ inches

Material Classification: What material is the service line made out of on the:

City-owned portion? _____

Customer-owned

portion?

If either side's material is unknown, is lead likely to be present?

- Yes
- No
- Unknown
- N/A

Is there a lead connector?

- Yes
- No
- Unknown

Is there lead solder in the service line?

- Yes
- No
- Unknown

Does the interior building plumbing contain copper pipes with lead solder or connectors installed before July 1, 1988?

- Yes
- No
- Unknown

Point-of-Entry and Point-of-Use treatment devices help reduce the amount of contaminants in drinking water. Point-of-Entry devices are usually installed where water enters a home, and Point-of-Use devices can be attached to faucets and other outlets. Is there Point-of-Entry or Point-of-Use treatment present?

- Yes
- No
- Unknown

If any, describe any other fittings and equipment connected to the service line that contain lead (for example, backflow preventer or meter containing lead): _____

Purpose of this survey: The presence of lead in drinking water poses health risks to the public. A major way that lead can enter drinking water is through pipes or plumbing that contain this material, including the service lines that connect a customer's home to the local water distribution system. In a national effort to minimize the presence of lead in our drinking water, the Texas Commission on Environmental Quality (TCEQ) is requiring Texas public water systems to develop inventories of all their service lines with the goal of identifying any lead service lines and removing them. This survey will help the City of Big Sandy in classifying its service lines for this inventory.