

Instructions to Provide Water Service Material Information

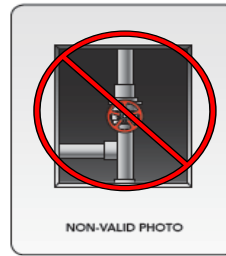
Step #1

Locate the water service line entering the building.

You need to see the pipe where it comes through the floor or wall. This is typically located in the basement or lowest floor of the building.



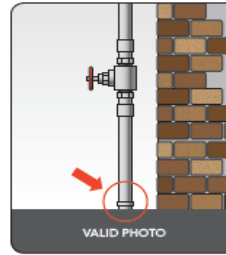
Cannot see where pipe comes through the wall or floor? Try to pull back insulation and use a phone camera to view pipe at breakthrough.



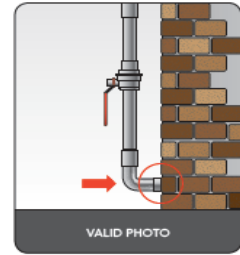
NON-VALID PHOTO



NON-VALID PHOTO



VALID PHOTO

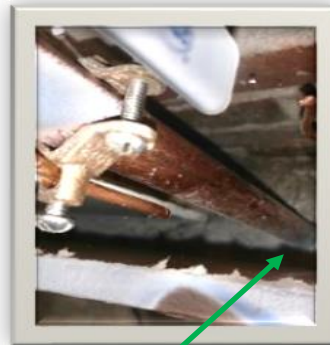


VALID PHOTO

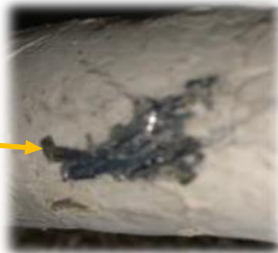
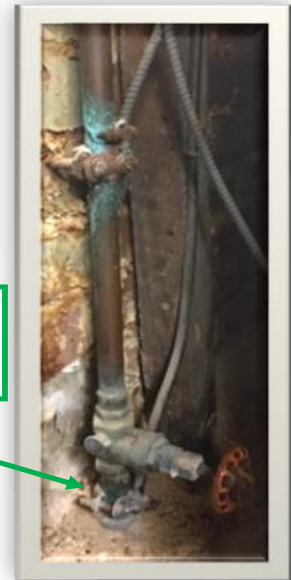
Step #2

Use the Water Service Identification Guide to Determine Water Pipe Material

- Look for Threaded Connections
- Scratch pipe with coin or key to reveal the metal. You may need to scratch through paint or corrosion. Lead is soft and scratches easily.
- Try to stick a magnet to the pipe. Any ordinary kitchen magnet will work. A magnet will not stick to a lead pipe.



Valid photos: Can see where pipe breaks through the floor or wall



Step #3

Take three (3) Photos

1. Pipe Coming Through Floor or Wall
2. Closer View of Pipe with Scratch
3. Further View of Pipe that Includes Shut-Off Valve



Step #4

Send photos to Virginia Public Utilities at water@vpuc.com

Don't forget to provide a service address and pipe material with your emailed photos.

If you know the size of your service line, please include too. (not required)