

**Steps to Check your Service Line and complete the survey:**

**What you need:**

- Flathead screwdriver or coin
  - Strong refrigerator magnet
  - Flashlight
  - Camera (optional)
1. Find the water service line entering your house/building as close as possible to the point of entry before the water meter. The incoming water service in your home/building can either come up from the basement floor or out of the wall in the basement. If you have a crawlspace, the water service should be down there and come up through the floor. If your home/building is on a slab, the incoming water service should come up through the main floor (typically in a utility closet).
  2. Using a flat head screwdriver or a coin, carefully scratch the pipe surface, like you would a lottery ticket. Do not use a knife or other sharp tool. If the pipe is painted, use sandpaper to expose the metal first.
  3. Compare the scratched area to the following descriptions:
    - a. If it looks shiny and silver, the pipe is made of lead. A magnet will NOT stick to a lead pipe.



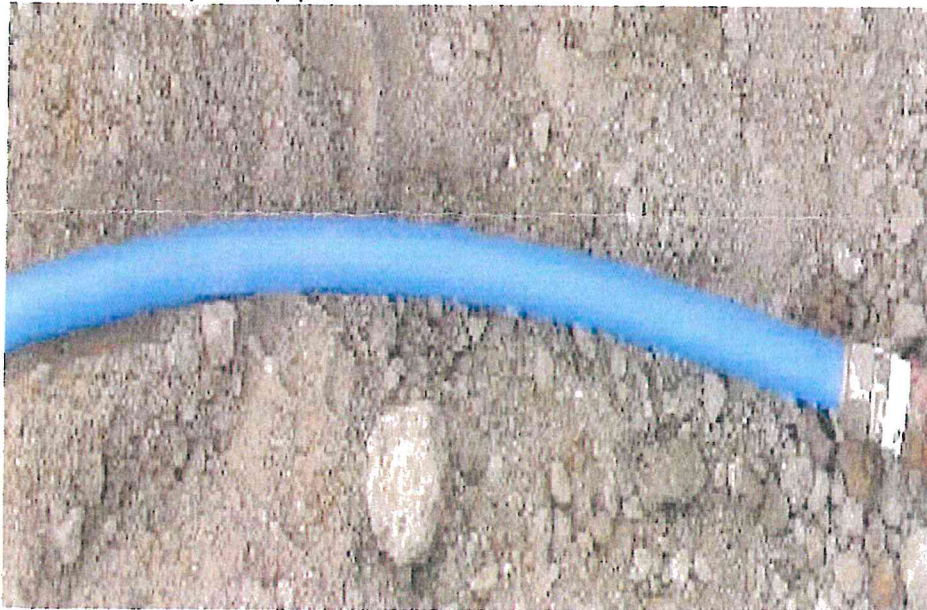
- b. If it looks a dull gray color with no noticeable scratch on the surface, the pipe is galvanized steel. A magnet WILL stick to a galvanized steel pipe.



- c. If it is the same color as a penny, the pipe is copper. A magnet will NOT stick to a copper pipe.

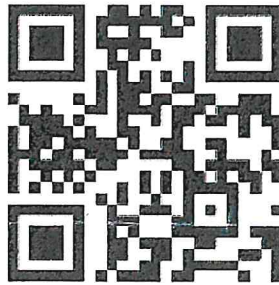


- d. If it is smooth, and red, blue, white, or black, the pipe is plastic. A magnet will NOT stick to a plastic pipe.



- 4. Please complete the survey:
  - a. Fill out the attached form, OR

- b. Fill out the online survey at <https://arcg.is/1OHZ8H> , OR
- c. Scan the QRCode to complete the survey on your mobile device.



5. Attach a photo of the scratched pipe if possible. There is a section to upload a photo in the online/mobile device survey. You can also email a photo to Susan Hazelett at [Susan.Hazelett@ApexEngGroup.com](mailto:Susan.Hazelett@ApexEngGroup.com). If you email a photo, be sure to include your name, address, account number, and phone number.
6. If you filled out the attached form, please mail it to:  
Susan Hazelett  
Apex Engineering Group, Inc.  
600 South 2<sup>nd</sup> Street, Suite 145  
Bismarck, ND 58504