



A collaboration between Baltimore City and Baltimore County to identify the material of the water service line to your home.

Baltimore Service Line Partnership

Lead and Copper Rule Revision Program

FREQUENTLY ASKED QUESTIONS

› What is a water service line?

A service line is the water pipe that connects your home to the public water main. The service line conveys water from the main to the faucets, toilets, and other fixtures within your house and can typically be seen where it enters your home in the basement or utility area.

› What are the Lead and Copper Rule Revisions?

The Lead and Copper Rule Revisions (LCRR) were released by the U.S. Environmental Protection Agency (EPA) in 2021 and require all utilities to complete a service line material inventory and develop a lead pipe replacement plan by October 2024.

› Do the revisions to the Lead and Copper Rule mean I have lead pipes?

No. One of the main goals of the revisions to the Lead and Copper Rule is to identify the material of all water service lines for customer awareness. Identifying out-of-date materials, such as lead, is the first step toward removing them from the distribution system. This is a requirement of all water utilities across the country.

› What is the Baltimore Service Line Partnership?

Baltimore City and Baltimore County are served by one water system. The Baltimore Service Line Partnership (Partnership) is a collaboration between Baltimore City Department of Public Works (DPW) and Baltimore County Department of Public Works and Transportation (DPWT).

› Where can I find more information regarding the Baltimore Service Line Partnership?

All information can be found on the partnership website:

www.servicelinepartnership.baltimorecity.gov

› What are the roles of Baltimore City and Baltimore County in the program?

Each agency – DPW (City) and DPWT (County) – is responsible for public outreach and identifying service line materials within their jurisdiction.

› Are DPW and DPWT launching the Partnership to address lead issues in the City of Baltimore and Baltimore County?

The primary goal of the Partnership is to proactively locate drinking water service lines constructed of lead that may be in the Baltimore water distribution system and develop the service line material inventory. Lead levels in Baltimore drinking water are historically low and not a public health concern. For more information, refer to the [Baltimore City Annual Water Quality Report](#).

› How does lead get into drinking water?

Lead can enter drinking water when plumbing materials containing lead corrode. The rate of corrosion is based on the water chemistry. Decades of water sampling results have shown that the Baltimore water chemistry does not corrode lead pipes. The City manages the water chemistry to minimize corrosion.

› Do all lead service lines contaminate drinking water with lead

All lead service lines have the potential to leach lead into drinking water, but the City of Baltimore

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carefully manages the water chemistry to prevent this from happening. Decades of sampling data and lab results prove that Baltimore's water chemistry does not corrode lead pipe.

› How do I determine what material my water service line is made of?

Instructions for identifying your service line material can be found on the program website, which you can access [here](#).

› Why is it necessary for me to self-report the material of my service line?

The portion of the water service line between your water meter and your home was not installed by DPW (City) or DPWT (County), so there is limited information about the service line material. By reporting the material of your service line, you are helping us identify any possible lead pipes in all parts of the water distribution system.

› Are all residential, commercial, and industrial property owners being asked to complete the self-reporting survey?

No. Only customers at locations where the service line material is still unknown are being asked to complete the survey.

› How do I know if my property has a service line made of unknown material?

The [inventory map](#) on the Partnership website will let you know if the service line material of your property is unknown. Simply type in your address. If a blue dot shows up, it means our records indicate your service line material is unknown and you will be asked to complete the self-reporting survey and directed to the appropriate webpage.

› What do I do if I find a lead pipe?

First, **do not panic**. Let the Partnership know by entering this information into the [self-reporting](#)

[survey](#). The City operates drinking water treatment plants to control the water chemistry so that lead pipe does not corrode and enter drinking water. For information on reducing potential lead in drinking water in your home, refer to the [lead reduction instructions](#) on the Partnership website.

› What will the City and County do with the survey results?

The survey results will be used to update our service line material inventory, which will be provided to the Maryland Department of the Environment (MDE) and posted online per the EPA's requirements.

› Will my survey answers remain secure and not be shared?

Yes. All responses are secure and will only be used to update our service line material inventory. Personal details are not included in the inventory, but – as required by the EPA – the material of your service line will be included on a map that is accessible via the Partnership [website](#). The map will continue to be updated as the service line material is identified for individual locations.

› Will the service line inventory work increase my water bill?

No. The service line inventory program will not increase water rates.

› How can my community and I support this program?

Please complete the [self-reporting survey](#) if requested. In addition, we appreciate your support in getting others to complete the survey. This could include speaking to neighbors and relatives, sharing program information with HOAs and community groups, and offering assistance to those who may need help finding their service line or completing the survey.

**For more information, visit www.servicelinepartnership.baltimorecity.gov.
Call 311 (Baltimore City) 443-263-2220 (Baltimore County).**