

Recommended Resident Questionnaire Language

To complete this survey, you will need a smart phone (camera), a coin, a key or another tool, and a magnet.

Question 1: Customer Contact information (write in)

- Account number:
- Name:
- Address:
- Email address:

Question 2: Locate the water service line coming into your home/building.

It is typically located in a utility room on the lowest level of the building or in a crawl space. Ther service line will be connected to the water meter, if you have one. Identify a test area on the pipe between the point where it enters the building and the inlet valve. If the pipe is covered or wrapped, expose a small area of metal.

- Were you able to find your drinking water service line?
 - Yes
 - No

Question 3: Were you able to perform a scratch test?

Scratch test instructions: Use the coin, key, or another tool to carefully scratch the pipe (like you would a lottery ticket). If your line is painted, you may need sandpaper to clear a small area.

- Yes
- No

Question 4: What was the color result after the scratch test?

- Shiny and silver – Lead
- Copper colored (like a penny) – Copper
- Dull and gray – Galvanized
- Visibly plastic (White and rigid) – Plastic

Question 5: Were you able to perform a magnet test?

Magnet test instructions: Place the magnet on the pipe.

- Yes
- No

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Question 6: What was the result of the magnet test?

- The magnet does not stick to the pipe
- The magnet sticks to the pipe



You have a lead pipe if...



You have a copper pipe if...



You have a galvanized pipe if...



The Scratch Test
...the scraped area is shiny and silver.



The Scratch Test
...the scraped area is copper in color, like a penny.



The Scratch Test
...the scraped area remains a dull gray.



The Magnet Test
...the magnet will not stick to the pipe.



The Magnet Test
...the magnet will not stick to the pipe.



The Magnet Test
...the magnet sticks to the pipe.

From Des Plaines IL Public Works

Question 7: Add a photo of the pipe tested here:

Question 8: Additional information here: