

# SECOND NOTICE

If you have already returned your survey, please disregard this notice

## Important Requirement From EPA

The City of New Carlisle Water Department is committed to providing you with the best possible service and knowing your time is valuable, we appreciate your participation in this OEPA new Lead & Copper Rule (LCR). Water suppliers must comply with federal regulations to ensure public health and safety. Service lines can either be made of copper, galvanized, plastic or lead depending on the date of your home. The purpose of the survey is to gather information about your water service line material and any in-home water treatment.

Your prompt response is appreciated, so please take a few minutes at your earliest convenience to complete the attached survey and return it to the City Building at 331 S. Church Street no later than **August 19, 2024**. Your feedback is invaluable to us and **will save you time and an appointment later**. This is mandated from the Ohio EPA and it is for all cities and villages in the state of Ohio as well as across the United States.

If you have any questions, please call the Water Plant @ 937.845.3059 or the City Office @ 937.845.9492.



You have a lead pipe if...



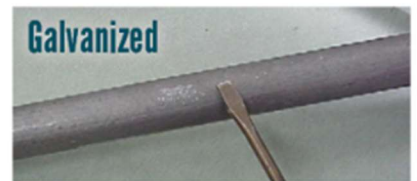
**The Scratch Test**  
 ...the scraped area is shiny and silver.



You have a copper pipe if...



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



You have a galvanized pipe if...



**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.



The service line comes into your building from the city owned main lines. It is typically located in a utility room on the lowest level of the building or a crawl space. The service line will be connected to the water meter. Identify a test area on the pipe between the point where it enters the building and the valve/meter. If the pipe is covered or wrapped, expose a small area of the metal or plastic.

## What?

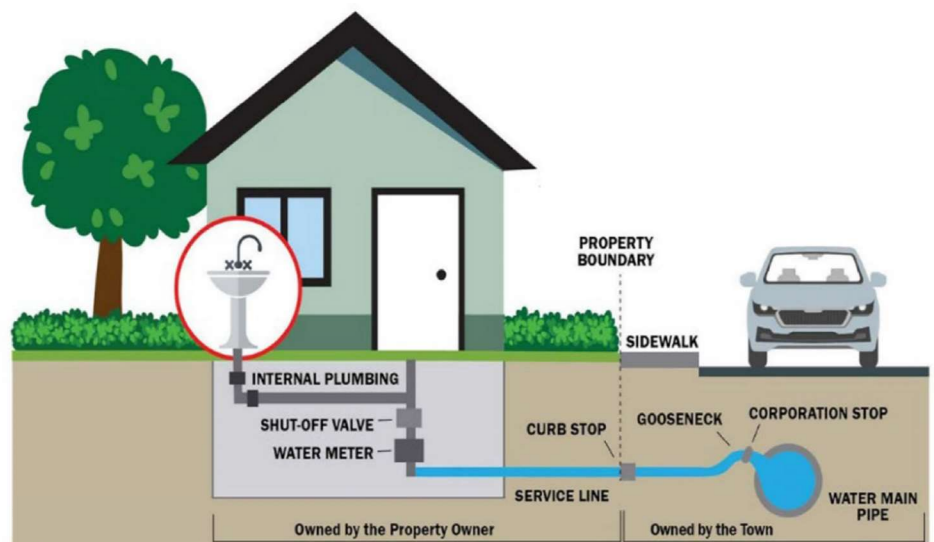
- To protect our customers from lead in drinking water, we are working to identify and catalog all service lines, including those in your home.
- To limit cost and disruption to residents, we need your help identifying your home's service line, which connects your residence to the main water distribution pipes.

## How?

This 5–10-minute survey will walk you through how to identify your home's service line.

## More Information

- Ohio EPA Lead and Copper  
<https://epa.ohio.gov/divisions-and-offices/drinking-and-ground-waters/public-water-systems/lead-and-copper-in-public-water-systems>
- City of New Carlisle  
937-845-9492 (ask for Sara)  
swoodin@newcarlisleohio.gov



Have Questions? Contact: Bob Hoke at [rhoke@newcarlisleohio.gov](mailto:rhoke@newcarlisleohio.gov) or 937-845-3059

To complete this survey, you will need a coin, a key or another tool, and a magnet.

**Question 1: Customer Contact information (write in)**

- Account number: \_\_\_\_\_
- Name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Email address: \_\_\_\_\_
- Phone number: \_\_\_\_\_

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

- 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

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

- The magnet does not stick to the pipe

**Return Methods – Choose One**

- Mail
- Put in drop box that is always accessible
- Call when survey is completed
- Email completed survey