



Department of Public Works

- Flood Control
- Operations
- Solid Waste Management
- Special Districts
- Surveyor
- Transportation

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Water Service Line Customer Survey

Safe drinking water is a top priority for San Bernardino County. To comply with new regulations, we need to determine the material of your water service line. Your service line is the underground pipe carrying water from the main water, likely in the street, into your home or building. Refer to the attached instructions on locating your water service line and identifying its material.

Please complete the brief survey below to inform us of your service line material. Please return the completed survey form and a photo of the service line in your home or building as soon as possible. You can email these to customerservice@sdd.sbcounty.gov or visit our office during regular business hours from 8:00 a.m. – 4:00 p.m. to drop off the survey form and show photos to our staff at 222 W. Hospitality Lane, 2nd Floor, San Bernardino, CA 92415, or please complete the water service lateral survey using the link or the QR code provided below. You can respond in either English or Spanish.

If you have already completed the survey and submitted, please disregard this request.

SECTION 1 - GENERAL INFORMATION

Physical street address (do not list P.O. Box): _____

Name: _____

Phone Number: _____ Email Address (optional): _____

Home/building build date: _____

Are you aware of water service line replacement or repairs: ☐ Yes ☐ No

If yes, please describe: _____

English: Oaks Hills area – <https://forms.office.com/g/PhFG6fwG3p>



Spanish: Oak Hills area – <https://forms.office.com/g/fxYxtadEEz>



See Reverse Side

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Water Service Lateral Survey Questions on the Survey Monkey for the Service Lateral Survey.

- 1) Account Number
- 2) Meter Address
- 3) Material of Service Lateral (options: lead pipe, galvanized pipe, copper pipe, PVC pipe, Plastic Pipe, Don't know, Other: Specify)
- 4) Method of Verification (options: Visual, from memory, Other: Specify)
- 5) Year of Installation, if known
- 6) Service Line size, if known (diameter, inches)

SECTION 2 - SERVICE LINE IDENTIFICATION



Lead pipe

Magnets do not stick to lead pipes.

If you scratch the pipe with a coin, the scraped area will appear shiny silver and flake off.



Copper pipe

Magnets do not stick to copper pipes.

If you scratch the pipe with a coin, the scraped area will appear copper in color, the same as a penny.



Galvanized steel pipe

Magnets will stick to the surface of a galvanized steel pipe.

If you scratch the pipe with a coin, it will appear dull and gray.

What is the material of the service line pipe entering your home/building:

☐ Copper ☐ Plastic ☐ Galvanized iron or steel ☐ Lead ☐ Other/Unknown

How did you determine the material?

☐ Scratch/magnet test ☐ Visual ☐ Lead swab test ☐ Plumber or other qualified professional

Do you need additional assistance locating your service line or determining its material?

☐ No ☐ Yes, I would like to schedule a phone call or site visit.