

Water Service Line Inventory – Frequently Asked Questions

- **What is a water service line?**
 - A service line is the pipe connecting the water main to the interior plumbing in a building. (It is how you receive water). See the *Who Owns What* section on Austin Utilities website for more information.
- **How do I find out my water service material type?**
 - Austin Utilities is actively gathering service line material inventory, you can visit the following website to view a map including the current inventory: [Minnesota Service Line Material Tool \(umn.edu\)](https://maps.umn.edu/LSL/) <https://maps.umn.edu/LSL/>
 - You may call Austin Utilities at 507-433-8886 or email talk2au@austinutilities.com requesting information
- **Why did I get the Notice to Individuals Served by a Water Service Line of Unknown Material?**
 - Austin Utilities has not inspected the water service entering your home yet. If Austin Utilities does not have inspection records or other records indicating the material of your water service, it is classified as “Unknown”, and we are required to notify owners of all unknown material services.
- **Should I be concerned if my water service is unknown?**
 - No, you should not be concerned. Austin Utilities is working to identify the remaining unknown services in 2025 through visual inspections during our meter replacement project, scheduled inspections, or through records review.
- **Can I self-report my service line material or schedule an appointment to have it inspected?**
 - You can send us an email to talk2au@austinutilities.com with the material type and picture of your water service at the meter. You may find this link useful in determining your service line material type: <https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead>
 - You may request Austin Utilities staff to complete an inspection; call 507-433-8886 to schedule an appointment.
- **What does the inspection entail?**
 - The inspector simply needs to visually inspect the material of the water service line that is coming into your home. In some instances, the inspector may need to perform the “scratch test” on a metal pipe, but this will not damage the pipe. The water service line often enters your home in your basement. After the inspector finds and records the material of the water service line, they will leave, and no further action is needed.
 - The inspector may also install a replacement water meter with AMI (Advanced Metering Infrastructure) communications as part of Austin Utilities AMI project.
- **I have a lead or galvanized service, now what?**
 - Austin Utilities is currently working to complete their inventory and establishing a service replacement plan to replace lead and galvanized services.
- **How much will it cost me to replace?**
 - Austin Utilities has had a Water Service Fund in place since 1998. This fund will pay for the replacement of lead service lines.
- **What about construction in my neighborhood?**
 - If there is street reconstruction in your neighborhood, your water service may be disturbed. Austin Utilities staff working on the project inspect all water services involved in the project. If your water service is determined to be lead, it will be replaced.
- **Is my water safe to drink?**
 - Austin Utilities follows state and federal water sampling requirements each year. The source water provided by Austin Utilities is in compliance and safe to drink. For more information on water quality, please see the Austin Utilities Water Quality Report located on our website.
- **Should my water be tested?**
 - Austin Utilities participates in the mandatory Lead Testing Program by US EPA and MN Dept. of Health. Several locations throughout Austin are sampled as part of this program – results are summarized in the Water Quality Report available on our website.
 - In Minnesota, elevated blood lead levels are most associated with lead exposure from lead paint and dust. Water is rarely the cause of elevated blood lead levels.
 - You can contact a Minnesota Department of Health accredited laboratory (<https://eldo.web.health.state.mn.us/public/accreditedlabs/labsearch.seam>) to purchase a sample container and instructions on how to submit a sample.