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Daniel O. Knowles, CPA
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2/8/2022

Dear Customer,

In order to comply with coming changes to the US EPA Lead and Copper Rule, the District is requesting assistance with identifying the material of the service line on your property. Currently, the District only has records for the District-owned portion of the pipe between the water main in the street and the shutoff valve at the property line. Because the District is only responsible for this segment of the pipe, there are limited records of the pipe material that customers own between the shutoff valve and the meter. Coming changes will require the District to report the material for both the District-owned and privately-owned portions of the pipe.

Your assistance in this matter is critical because, while the District has no known lead service lines, galvanized iron service lines will soon be treated the same as lead under the Revised Lead and Copper Rule. Identifying these pipes as soon as possible will better position customers to receive financial support for replacing these pipes should State or Federal funding become available. Most residential service lines are made with copper tubing, polyethylene tubing (PE), or galvanized iron. Larger commercial or industrial domestic service lines may be ductile iron or cast iron pipe. To help the District identify private service line materials, we are requesting that you take photos of the meter and pipe entering your home and email them to services@btwater.org by scanning the QR code on the back, or text them to 207-406-3424 along with the service address. Example photos are shown on the back of this page. If you need assistance in this process, please let us know.

Identifying your service line material may prevent a pipe failure in the future. Galvanized iron service lines have reached the end of their useful life and should be replaced as a majority of leaks the District responds to are related to this material. When you submit photos of your service line, the engineering department will follow up with you in regards to the material and any steps you should take.

Thank you for your assistance.

Sincerely,

T.C. Schofield, PE
District Engineer

NOTE: See other side of letter for photo examples and submission instructions, including a QR Code you can scan with your mobile phone to take you to the submittal web page.



Photos should show the pipe coming through the wall or floor



A close-up photo will help determine the service line material

Photos should be emailed to services@btwater.org or texted to 207-406-3424 along with the service address



SCAN ME