

What is a water service line? Water service lines are small pipes that carry water from the City of New Britain's water mains, located in the streets, into individual homes and buildings.

Why do I have to check my line? The United States Environmental Protection Agency is requiring all water utility companies to conduct an inventory of what material the water lines are made of as some older homes may have lead or lead-containing service lines. **We want to make sure your line is not made of lead.**

Who is going to check the line? Since the New Britain's water department cannot easily access the part of the water line located on your property, we need your help in checking your line. We are providing easy step-by-step instructions on how to check your line and upload your information. All you need is a coin or house key and magnet.

Where is my water service line? Find the water meter in your basement and look at the service line that enters the water meter from the foundation. Use a house key or coin to scratch the pipe to identify the material. Once you identify the material you can upload your information and photo to build the city's database.

Can someone do this for me? Sure. Call 860-826-3540 to schedule an inspection.

Who do I call with questions? Contact Stephanie Scalise at 860-826-3532 or email stephanie.scalise@newbritainct.gov