

June 28, 2023

Re: Water Service Line Observations for the Town of Richmond Water System Per New Requirements to Identify Lead Pipes

Dear Resident,

The Town of Richmond has been selected by the State of Vermont to receive a water service line inventory prepared by a state contractor, MSK Engineers. Service lines are the pipes that connect individual buildings to drinking water distribution mains. This effort is in accordance with new regulations published by USEPA in December 2021 that require every community water system in the country to prepare a service line inventory by October 2024. These inventories must classify pipe materials for every service line connected to the water system.

MSK Engineers will be going door-to-door to observe the material of service lines throughout the water system. An observation involves finding where the water line enters the building (typically in the basement) and recording the pipe material. As part of this project, we will be contacting you this summer to schedule an appointment and complete an observation of your service line, which will require about five minutes of your time. Alternatively, at your preference, you could complete an electronic form and upload a photograph of your service line using the attached instructions and QR Code.

Please choose one of the following options to allow us to observe your water line:

- 1. Complete your observation yourself:**
Instead of having MSK observe your water line, you can find the pipe, take a picture, and send it to us. Use the enclosed **Self-Observation Instructions** page to complete this option.
- 2. Be on the lookout for MSK Engineers going door-to-door:**
We will be going door-to-door for this project. If you see a staff member from MSK on the street, they can complete your observation for you in about 5-10 minutes. MSK representatives will be wearing yellow vests with the MSK logo and can provide credentials if necessary.

How is this Project Funded?

This project is funded by the State of Vermont. All work on this project is provided at no cost to you. You will not receive a bill for this work, and you do not need to provide any financial information.



Other Information:

The purpose of the new regulations is to identify water pipes that may contain lead pipes so they can be replaced. Enclosed are instructions for self-completing a service line observation if you chose to do so. Please do not hesitate to contact either of us with any questions that you have.

Sincerely,

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MSK Engineers

Self-Observation Instructions

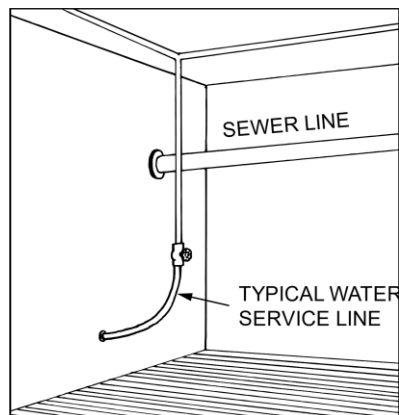
Instead of having MSK Engineers observe your water service line, you may self-complete an observation using the instructions below.

1. Scan the QR code to reach the online form.
(To scan the code: open a smartphone camera, focus on the code, then click the link that appears.)
2. Locate where your water service line enters the building. In most buildings it is a small pipe (less than 2") entering at or below knee-level.
3. Complete the fields in the online form, including taking a photograph of the service line. Then click submit.



If you are unable to complete any of these steps, please allow MSK to complete a water line observation.

Locating Your Water Line



Photographing Your Water Line

