

## **TO ALL SOUTHSIDE WATER CUSTOMERS**

The United States Environmental Protection Agency (EPA) announced the Lead and Copper Rule Revisions (LCRR) which requires all public water suppliers to locate, identify, and submit an inventory of all water line material from the water main to any structure, home, or business by October 2024. This is a nationwide mandate.

Southside Water Works & Sewer Board (SSWW) is requesting your support by taking a short survey that will help us compile this service line inventory.

Please complete the attached survey and return to SSWW.

Surveys can be submitted by mail with your monthly bill, e-mailed to [jessica@southsidewater.us](mailto:jessica@southsidewater.us), or delivered to the Southside Water Works & Sewer Board office at 3001 Highway 77, Southside, AL 35907.

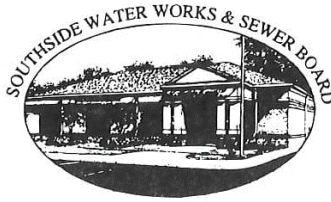
Please note: A survey **must** be completed for every service location.

Southside has over 4,000 customers so we greatly appreciate your assistance during this extensive project.

***Avoid a door-to-door inspection by submitting your response early.***

For questions, please call us at (256)442-8707 Monday-Friday, 8:30 a.m. to 4:30 p.m.

**Thank You for Your Support!**



Southside Water Works & Sewer Board  
3001 Highway 77, Southside, AL 35907  
P: (256)442-8707 F: (256)442-3077

## Drinking Water Customer Survey

The Lead and Copper Rule is a United States federal regulation that monitors the levels of lead and copper in public drinking water supply systems. As part of this rule, the US Environmental Protection Agency (EPA) is requiring **all** public water systems to identify the materials of **all** service lines connected to the distribution system.

Please take a couple of minutes to complete this survey for each service you own receiving Southside water.

**Note: By completing the survey, you will prevent needing to schedule a future appointment with a SSWWSB representative on this matter.**

Customer Name \_\_\_\_\_

Service Address \_\_\_\_\_

Customer Phone \_\_\_\_\_

Questionnaire: (Only 4 Easy Questions)

*Please contact a plumber if needed.*

### 1. Service Type

Single Family

Commercial

Multi-family

Industrial

### 2. Year the house or business was built

Before 1989

1989 or after

\_\_\_\_\_

Optional Comment

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**3. What material is your drinking water service line made of prior to entering the meter? (Utility-owned line)**

**(Check all that apply)**

- PVC       PEX       P.E. (polyethylene)       Lead       Copper
- Galvanized steel       Unknown

**4. What material(s) is the drinking water pipe on the customer side of the meter made of? (Customer-owned line exiting the meter)**

- PVC       PEX       P.E. (polyethylene)       Lead       Copper
  - Galvanized steel       \_\_\_\_\_
- Other / Optional Comment

**For those that meet the EPA criteria for lead and copper exposure, SSWW will coordinate a time and date to sample your water. This is for your health and safety.**

We appreciate your assistance helping Southside Water meet this nationwide EPA-mandated inventory requirement. By conducting this inventory, Southside Water will be able to assess all water lines in our system.

Surveys can be submitted by mail with your monthly bill, e-mailed to [jessica@southsidewater.us](mailto:jessica@southsidewater.us), or delivered to Southside Water Works & Sewer Board at 3001 Highway 77, Southside, AL 35907.

For questions, please call (256)442-8707 during regular business hours, Monday-Friday, 8:30 a.m. – 4:30 p.m.

**Thank you for your continued support as we enjoy serving you!**

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date