



September 10, 2025

Important Notice: Water Service Line Survey Now Online

Dear Residents & Business Owners,

As part of our ongoing commitment to providing safe, high-quality drinking water, the City of West Carrollton is conducting a Water Service Line Survey. This survey will help us identify the type of material used in the private service line that connects the municipal water main to your home or business. One of the possible materials is lead, and we understand that seeing this term may cause concern.

The Environmental Protection Agency (EPA) requires all water systems to create a complete inventory of service line materials and submit it to the state regulatory agency. Your assistance in this effort is vital to ensure we have accurate information about our community's water system. If we do not receive your response, we will need to follow up through additional measures to obtain this information.

Please be assured that the City of West Carrollton continually monitors and tests our water supply to ensure it meets or exceeds all applicable state and federal safety standards. Completing this survey will not affect your water service, but it will enable us to take proactive steps if any lead service lines are identified.

You can complete the survey quickly by scanning the QR code below or visiting: www.westcarrollton.org/departments/service/water-division/water-service-line-inventory/. The website also provides instructions for two simple at-home tests using a magnet and a screwdriver to help you determine the material of your service line.

Your participation will help us protect water quality for the entire community. If a lead service line is identified, we will contact you directly and work with you on remediation or replacement options. We are committed to transparency and will keep the community informed throughout this process.

Thank you for your cooperation and for helping us maintain safe and reliable drinking water in West Carrollton.

Respectfully,

Richard D. Norton, P.E.
Service Director



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to visit our
website

