



This page was created specifically to help City of Southfield residents understand the Water Service Line (WSL) Program that the City is required to do.

NEXT STEPS FOR RESIDENTS

1. Go to the “Water Service Line Viewer” Portal link:

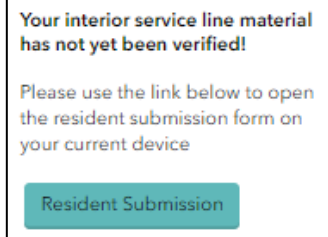
Click Here →

[Water Service Line
Viewer](#)

2. Enter for your address in the search window to check the status of your WSL material information:
3. “**In-Home (Point 1)**” Status:
 - If your “In-Home (Pt 1)” Material is needed = you will receive the following message: “Your interior service line material has not been verified”

Option 1) Submit information on what is in your residence:

Click on the “**Resident Submission**” button (like this) for a step-by-step tutorial on how to determine and submit the material that is in your residence.



Option 2) Schedule an appointment with a City Inspector

- Call the Public Works Department to schedule an inspection appointment – **(248) 796-4850**
 - Appointments may need to be rescheduled if an emergency arises.
- If your “In-Home (Pt 1)” Material is not needed = nothing further is needed from the resident.
4. Your submittal will be reviewed by the City’s Engineer, Hubbell, Roth & Clark, Inc.
 5. **Check back to this “Water Service Line Viewer” map for updates on your material information submittal to see if additional information is required.**

Read on to find out more information about the entire program.



BACKGROUND

What is a Water Service Line? Service lines carry water from the water main under the street up to your home (see diagram below).

REQUIREMENTS

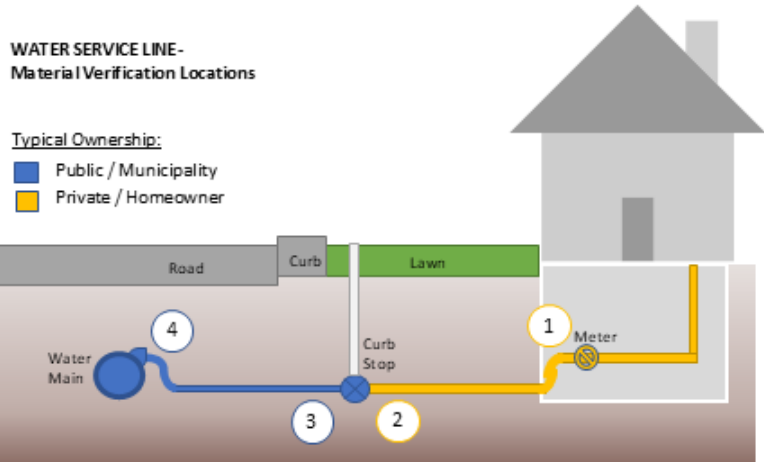
In June of 2018, the State of Michigan adopted one of the strictest lead and copper rule provisions of the Safe Drinking Water Act in the nation. Among these new RULES is the requirement to inventory all water service lines. The City values water quality and safety, and we are working to comply with these requirements.

Per these State requirements, all water systems were required to submit a *Complete* Distribution System Materials Inventory (CDSMI) to the Department of Environment, Great Lakes and Energy (EGLE) by October 16, 2024. The CDSMI's intent is to detail information on the material of ALL water service lines in the City water distribution system.

EGLE required random physical verifications on some water service lines. To complete the material verification, the materials are required to be verified at the following locations:

1. In-Home - at the connection with the meter (Point 1).
2. Outside - At the private side of the curb stop box (Point 2).
3. Outside - At the public side of the curb stop box (Point 3).
4. Outside - at the connection to the water main (Point 4).

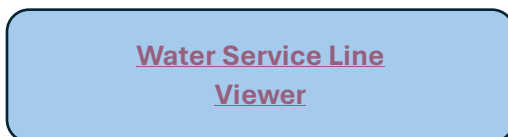
EGLE allowed those random verifications to be used to predict service line materials on all of the other water services. The City completed the CDSMI inventory and submitted it to EGLE per the deadline.



WATER SERVICE LINE INVENTORY

The City is required to have this CDSMI material inventory available for public viewing.

Thus, an **ONLINE MAP VIEWER – “Water Service Line Viewer”** is available to view your service line material(s) noted at each location (Points 1 – 4, from diagram above) at your residence:



1. Enter for your address in the search window
 - Click on the “**Resident Submission**” button for a step-by-step tutorial on how to determine and submit the material that is in your residence.
 - **If you believe your service line material noted is different, please submit information.**

Non-Lead Service Materials

The Inventory includes services that are identified with a non-lead material designation –anything that does not contain lead (for example - Copper, Plastic, Pex, HDPE, Ductile Iron, Non-Lead, Unknown Non-Lead, etc.).

Lead Service Materials

The Inventory includes some services that are classified as “Lead”. All water supplies in Michigan are actively identifying and replacing service lines that contain lead and galvanized previously connected to lead. All portions of the service line that contain lead and galvanized previously connected to lead that the water system owns, as well as the homeowner’s portion, must be replaced at the water supply’s expense. Notifications regarding lead services, their health effects, and [next steps](#) for replacement are in process for receipt in mid-November 2024, and then again, every year thereafter until such time that the material is replaced.

More information from the State on lead in your drinking water, the health effects of lead, and things you can do to minimize possible lead exposure can be found in the “Resources” section below.

Unknown - Potentially Lead Service Materials

The Inventory includes some services that are classified as “Unknown – Potentially Lead” - these water service lines materials could not be predicted without further evaluation. Because your service line material is “unknown”, there is the potential that some or all of the line could be made of lead or galvanized pipe that was previously connected to lead.

Per State requirements, the City is to notify residents of any unknown (w/ potential for lead) water service line materials in mid-November 2024, and then again, every year thereafter until such time that the material is known.

More information from the State on lead in your drinking water, the health effects of lead, and things you can do to minimize possible lead exposure can be found in the “Resources” section below.

Next Steps for Residents

- ❖ **What do I do if I have an “[unknown-potentially lead](#)” water service material? Or received notification of an Unknown (may contain lead) service material?**

Option 1) Submit information on what is in your residence:

[Water Service Line Viewer](#)

1. Go to the “Water Service Line Viewer” Portal link
2. Enter for your address in the search window
 - Click on the “**Resident Submission**” button for a step-by-step tutorial on how to determine and submit the material that is in your residence.
3. Your submittal will be reviewed by the City’s Engineer, Hubbell, Roth & Clark, Inc.
4. **Check back to this “Water Service Line Viewer” map for updates on your material information submittal to see if additional information is required.**

OR

Option 2) Schedule an appointment with a City Inspector

- Call the Public Works Department to schedule an inspection appointment -
- (248) 796-4850
- Appointments are limited to Tuesday and Thursday mornings from 7am to 10am.
- Appointments may need to be rescheduled if an emergency arises.

❖ What else can I expect to happen if I have an “unknown” (that may contain lead) water service?

"Outside" service line materials will be determined by a qualified City Contractor. The "outside" material inspections will likely begin in the Winter/Spring of 2025.

The "Outside" material must be verified on each side of the curb box, near the sidewalk (see picture). It requires 1-2 excavations on each side of your curb box. These excavations are approximately 16-inch x 20-inch and are usually about 4-5 feet deep. Once the material is verified, the area disturbed by the work will be restored, which will be done by the Contractor. You do not need to be present for this outside verification and water service to your home/business will not be disrupted during completion of the outside verification. Flags to mark underground utilities will be placed in your yard to avoid service disruptions during the verification process.



❖ Cost?

The City was awarded a Grant from EGLE to investigate these unknown water services. The grant deadline is September 2026. Therefore, it is extremely important for residents to supply the necessary information during that timeframe. **No expenses will be incurred to our water customers until such time that the grant funds are depleted, or the timeline expires.**

ADDITIONAL RESOURCES

1. Where does your drinking water come from? <https://www.michigan.gov/mdhhs/safety-injury-prev/environmental-health/topics/care-for-mi-drinking-water>
2. MI Lead Safe: <https://www.michigan.gov/mileadsafe>
3. MI Lead Safe – FAQs: <https://www.michigan.gov/mileadsafe/faq>
4. How does lead get into drinking water – (video) <https://www.youtube.com/watch?v=6usRvbG0lWo>
5. Documents: <https://www.michigan.gov/egle/about/organization/drinking-water-and-environmental-health/lead-and-copper-in-drinking-water>
 - a. [Reducing Potential Lead Exposure from Drinking Water: Reducing Potential Lead Exposure from Drinking water](#)
 - b. [Cleaning your Aerators](#)
 - c. [PUR Faucet Filter Installation](#)