



Water Services & Material Types

A water service (or lateral) is the pipe that connects your property to the City's water main located at in the street. The water service enters the property through the basement foundation or wall (usually on the street side) and connects to the water meter. They can be constructed from galvanized steel, plastic or copper.



GALVANIZED: A dull, silver gray color.



PLASTIC: A bright, blue color.



COPPER: A bright, copper color that oxidizes to a mottled green hue.



A water service constructed from galvanized steel pre-dates 1960 and has a higher probability of leaking or breaking and can reduce flow capacity (low pressure) over time due to buildup of deposits in the line.

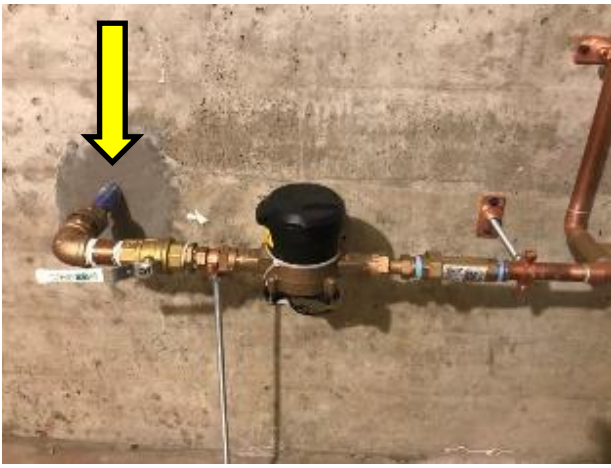


The photos above depict failed galvanized service lines in Burlington.

You can determine the material type of your water service in the following ways:

1. Take a clear color picture of the pipe as it extends from the basement floor or wall (i.e., coming from outside your home) and email it to Water Resources Customer Service at water-resources@burlingtonvt.gov.
OR
2. Take a heavy duty magnet and place it on the water service pipe (not a fitting), confirm whether the magnet sticks and email us the results. A magnet **will** stick to galvanized steel but not copper or plastic.
OR
3. If you are not comfortable performing this assessment, please schedule an appointment by contacting Water Resources Customer Service at (802) 863-4501 or via email at water-resources@burlingtonvt.gov.

If you would like to attempt one of the first two options then you will need to locate the water meter in your basement. Then you will need to visually inspect the pipe entering the meter from outside the home. Be sure you are looking at the pipe, not the fittings that connect the plumbing together. You are looking for this:



If your home has a galvanized water service then we encourage you to consider a replacement before it becomes compromised. You can obtain a free estimate by scheduling an appointment for us to visit the property and take needed measurements. You are under no obligation to proceed with work after receiving an estimate but it does give you the chance to plan for repairs before an emergency strikes.

Per [Burlington City Ordinance 31-19](#), we will pay for 50% of the replacement cost from the water main to the property line (generally the curb stop) and the property owner is responsible for both the remaining 50% and 100% of the replacement cost from the property line into the home. After reviewing the estimate, if you would like to proceed, then we require a signed work order and one half of the total estimate as a deposit. You would be billed for the remainder and we offer flexible payment plans (e.g., interest free, 24 month terms). Please note that all water line work must be completed by the Water Resources Division except when otherwise approved and inspected by the Division.

Thank You.