

Service Line Stewardship Program



Service Line Stewardship Program Overview

The Lead and Copper Rule Revisions (LCRR) were released by the U.S. Environmental Protection Agency's (EPA) to bolster drinking water protections. The federal regulations affect all water utilities in the nation, requiring them for the first time to develop a service line material inventory, which Howard County successfully submitted to the Maryland Department of Environmental Services by the Oct. 16, 2024, deadline.

Meeting LCRR mandates is an ongoing process, and we will continue with our efforts to comply with the federal law until all requirements are met. This includes the upcoming Lead and Copper Rule Improvements (LCRI), which comes into effect on Nov. 1, 2027, and focuses on replacing all lead and GRR service lines by 2037. To that end, we launched the **Service Line Stewardship Program (SLSP)**, with the main objective of maintaining transparency and keeping our customers informed of every step of the compliance process.

As we continue to work on safeguarding our water quality, we want to assure you that lead is non-detectable in the drinking water provided by Howard County and consistently remains above state and federal regulatory standards, as is reflected in our [Annual Water Quality Report](#). **Importantly, the likelihood of finding lead service lines in our water distribution system is low, since Maryland prohibited lead water pipe construction in 1972.**

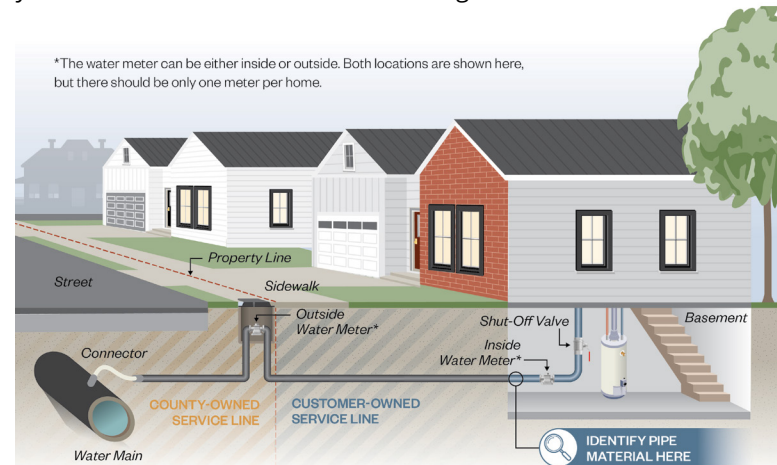
What You Can Do

Although Maryland has not used lead as a piping material for over 50 years, there are still properties listed as having service lines made of an unknown material. The County has begun notifying customers at these properties and will continue sending communications requesting their help in identifying these "unknowns" by taking a short survey. **Note: If you have not received a notification letter from us, we have a record of your service line and it is not lead, so no further action is needed.**

Only customers with an unknown service line are being asked to take the survey. To determine if your service line is listed as being made from unknown material, access the map on the [Service Line Stewardship Program webpage](#) or scan the QR code.



As part of that commitment, the SLSP webpage features find valuable resources, including educational outreach and instructional guidance materials to help you better understand these federal regulations.



Type in your address. If a gray dot shows up on the **customer side**, you will be prompted to take the survey. The information from the survey will be used to update the inventory, which you can access on the Service Line Stewardship Program webpage.

Program Goals

One of the main objectives of the Service Line Stewardship Program is to engage with our customers, providing trust and honest answers to your questions.

What is a Service Line?

A service line is an underground pipe linking your home to the public water main, supplying water to faucets, bathtubs, showers, and other outlets. It is separated into two parts: the portion from the water main to the water meter is the County's responsibility and the section from the water meter to the home is the customer's responsibility.