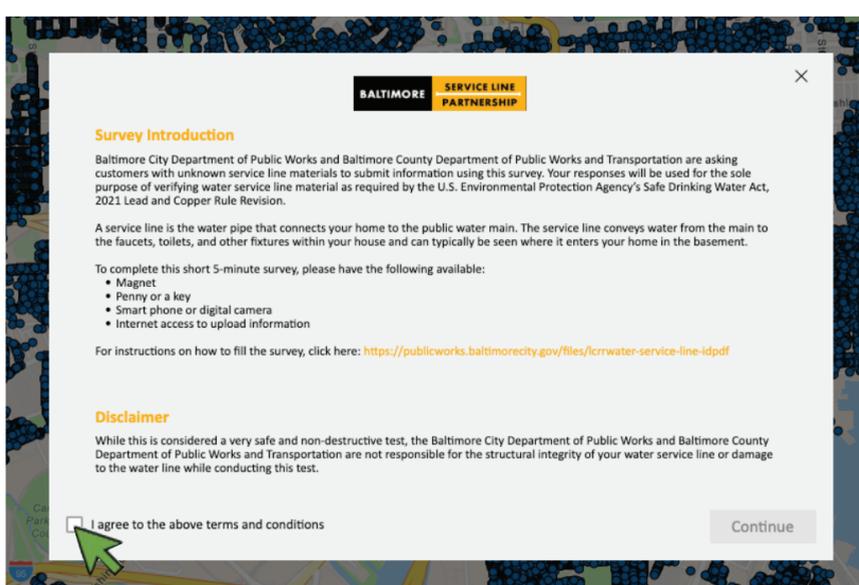


A collaboration between Baltimore City and Baltimore County to identify the material of the water service line to your home.

How to Navigate the Map on the Baltimore Customer Service Line Material Self Reporting Survey

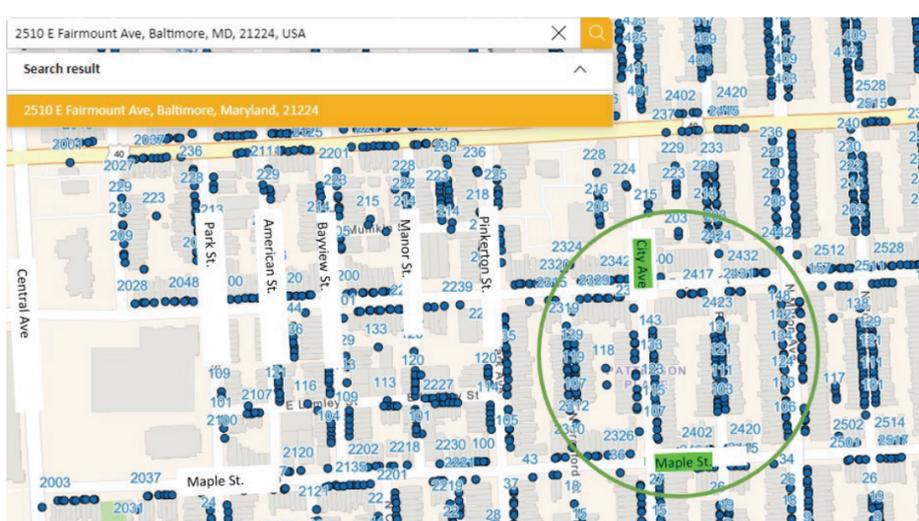
Step 1. Once you click a link to the survey, a box will appear with an introduction and disclaimer text. Read through the information, check the box, and click “continue.”



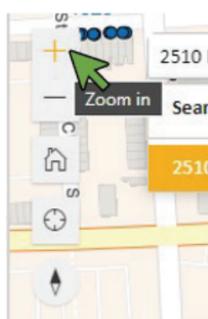
Step 2. First, type your address into the search bar and select your address from the drop-down menu or press the magnifying glass icon. The map will zoom into the area associated with your address.



Step 3. To ensure that you are looking at the correct area, please verify the labels of the cross streets.



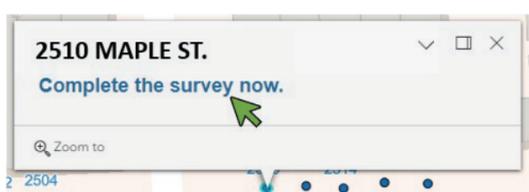
Step 4. Next, zoom into the identified area by selecting the “+” symbol at the top left of the screen.



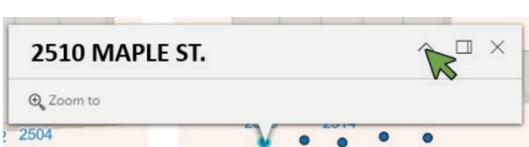
Step 5. Identify your residence by selecting the icon labelled with your address number.



Step 6. Once you click the dot, a box will appear with your address, and a clickable link “Complete the survey now.”



NOTE: If you do not see the link, click the carrot symbol to expand the text box and display the link.



Step 7. Follow the instructions of the survey to answer the questions. Use the link at the beginning of the survey to access instructions for material identification.

To complete this short 5-minute survey, please have the following available:

- Magnet
- Penny or a key
- Smart phone or digital camera
- Internet access to upload information

For instructions on how to fill the survey, click here:

<https://publicworks.baltimorecity.gov/files/lcrrwater-service-line-idpdf>