



**FOR IMMEDIATE RELEASE 11/12/24**

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**Dedham-Westwood Water District to Notify Customers with  
Unknown Water Service Line Connections**

**Dedham, MA** – In accordance with the Massachusetts Department of Environmental Protection (MassDEP) [Lead and Copper Rule Revisions](#), the Dedham-Westwood Water District will notify customers before November 15 with a mailed letter if their service line material is unknown.

Three different letters will be sent out, including:

- **Unknown Service Line Material on the Customer Portion:** the customer-owned portion of the property's water service line is unknown. The customer must make an inspection appointment or self-report their water service line.
- **Unknown Service Line Material on both the Customer and District-owned Portions:** the customer-owned and District-owned portions of the property's service line are unknown. The customer must make an inspection appointment or self-report their water service line. The District will identify unknown District-owned services.
- **Unknown Service Line Material on the District Portion:** the District-owned portion of the property's water service line is unknown. The District will be implementing a plan to identify these services, and no action at this time is needed by the customer.

"According to MassDEP, all unknown service line materials should be considered as if they may contain lead." "If you receive a letter that states the customer-owned portion is of unknown material classification, please follow the instructions that outline next steps," said Executive Director Blake Lukis.

Water service line ownership is split between the District and the customer. The District owns the portion of the service line from the water main to the curb stop/shut-off valve (usually, the curb stop/shut-off valve is located on the sidewalk or in your yard). The customer owns their service line from the curb stop/shut-off valve into their property. A visual explanation can be referenced on our website.

For more information about the Water Service Line Inventory Project, please visit [www.dwwd.org/waterservicelineproject](http://www.dwwd.org/waterservicelineproject).

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