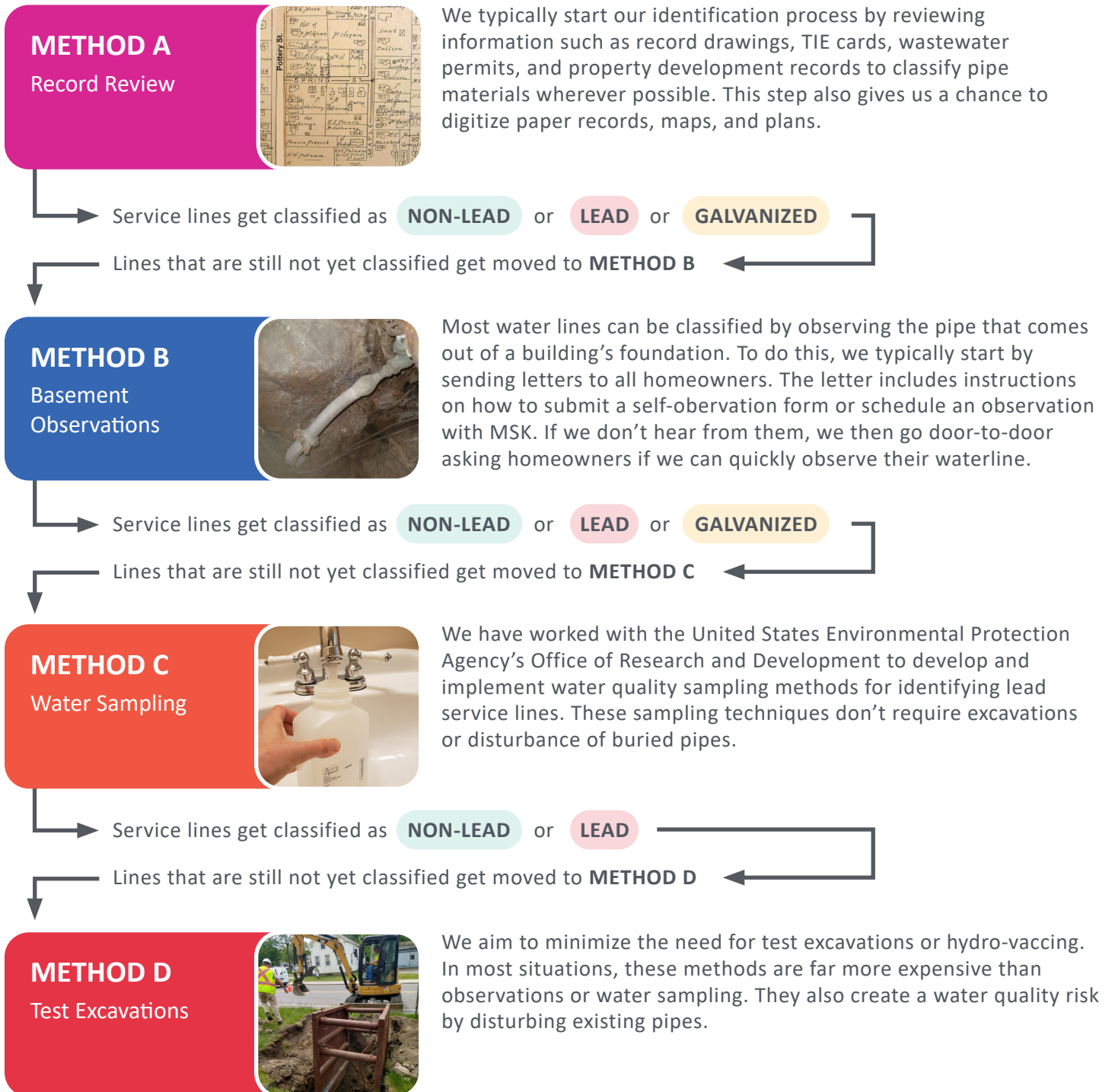


Like all communities and the people in them, water systems are unique. MSK works with water systems to incorporate communication strategies and outreach techniques that work best for each one.

Methods of Service Line Identification

We use a stepwise approach to service line identification that maximizes our efficiency in time, effort, and resources. The following are steps that we generally use, but because each community and system is unique, so is the path to classification.



Identifying unknown service lines often requires engaging directly with customers. After records have been reviewed, we begin the process of classifying pipe materials through visual observations. Since 2017, MSK has conducted customer engagement campaigns for service line identification and inventory projects at about 100 public water systems throughout Vermont. When outreach is required, we work with water system staff to select methods that make the most sense for their system.

Outreach Methods By MSK

- Send letters to customers on a billing list
- Include an insert in a water bill
- Go door-to-door observing water lines
- Call and email building owners
- Post a social media campaign
- Provide information at a public meeting

Response Methods For Homeowners

- Scan a QR Code to submit a self-observation form
- Scan a QR Code to schedule an appointment with MSK
- Email MSK a picture of their waterline
- Call MSK to schedule an appointment
- Follow a webpage link to a self-observation form
- Follow a webpage link to a schedule an appointment

Self-Observation Option

Some property owners don't want anyone entering their building. To serve these customers, we offer an option to locate your own pipe, take a photo, and submit it to us using an online form.

MSK ENGINEERS

Water Line Self-Inspection Form

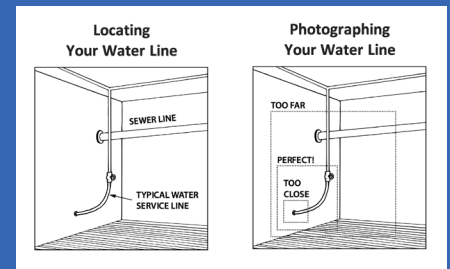
Please fill out the fields below so we can assess the material of your water service line.

Street Address *

Enter your street address, like "123 Example St"

Today's Date *

mm/dd/yyyy



Door-To-Door Observations

If a homeowner has not submitted a self-observation form or scheduled an appointment after a couple of weeks, MSK will begin visiting homes to ask owners if we can do a quick observation of the property's waterline. This involves simply taking a picture of the water service line where it enters a building's foundation. Observations take about two minutes.

WE MISSED YOU!

MSK Engineers, a state contractor, arrived at this property to observe your water service line, but was unable to reach a resident.

We will be conducting a 2nd round of door-to-door water line observations on the dates below.

between 3pm and 6pm

If you will have limited availability in the afternoons/evenings, please choose one of the following instead:

1. Submit a photograph of your water service line (see request).
2. Call MSK to schedule a 10-minute observation at a different time.

MSK ENGINEERS
303-445-5883
mike@mskeng.com
101 Grand St., Bennington, VT 05201

See Reverse for Self-Observation Instructions



- ▲ Above: A mailer notifying homeowners of MSK's door-to-door observations.
- ◀ Left: A door hanger we leave if the occupant is not home. These hangers contain instructions on how to submit a self-observation or schedule an appointment

Multilingual Telephone Services

We partner with AnswerNet, a 24/7 call center to provide telephone services for these projects where necessary. This allows us to provide telephone services in over 100 languages, any time of day, 365 days per year.