

Missouri American Water Reaching Out to Customers Asking for Help to Get the Lead Out

Customers in St. Louis and St. Charles Counties receiving annual compliance letters identifying service line material on both company and customer owned service lines.

ST. LOUIS, Mo. (July 16, 2024) –Missouri American Water customers in St. Louis and St. Charles counties are receiving annual compliance letters as a requirement of the U.S. Environmental Protection Agency's (U.S. EPA) Revised Lead and Copper Rule. The revised rule requires all water service providers to identify and report service line material and to make this information publicly available.

Customers receiving this letter have service line material known to be lead, galvanized, or an unknown material. Because property owners have historically owned either all or most of the service line (typically from the property line to the home or business), Missouri American Water does not have a complete record of the installed service line material and is requesting customer support.

Customers are being asked to identify unknown service line material by either self-reporting or having a professional inspect the customer owned side. Also, if known to be lead, the company wants to work with the customer to replace the lead service line at no direct cost to the customer. Missouri American Water has created an interactive webpage and map allowing its customers to view and report their service line material of their property. The map can be found [here](#).

Missouri American Water has been replacing lead service lines since 2017. To date, Missouri American Water has replaced approximately 13,500 lead service lines across the state.

“We need the help and cooperation of our customers to identify service line material so we can augment and complete our inventory and replace all lead service lines in our existing service area by 2030,” said Rich Svindland, President of Missouri American Water. “Our goal by creating this map and webpage is to educate the customer on both our robust lead service line replacement program and how we provide water quality continuing to meet all federal and state regulations specific to lead.”

On the webpage, customers can click on the map and enter their address. The map will then zoom in on the address and show the service line material on the utility side and the customer side as it is known to the company. If the customer side is shown as unknown, customers are encouraged to help identify it and report that information to the company using the pop-up form on the site. If it is known to be lead, Missouri American Water will work with customers to schedule to have their line replaced.

As the program continues, Missouri American Water wants customers to know the water remains safe for consumption.

“We regularly test for lead at the end of our treatment process, and we also

conduct tests in our distribution system in accordance with the U.S. EPA regulatory requirements,” said Tim Ganz, Director of Water Quality and Environmental Compliance.

About Missouri American Water

Missouri American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 1.6 million people.

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