West Virginia American Water Launches Interactive, Web-Based Map to Identify Customer-Owned Lead Service Lines

Water quality remains compliant with all regulatory standards; company plans to replace lead service lines at no direct cost to customers

Charleston, W.Va., (July 30, 2024) – West Virginia American Water has developed a robust, interactive web-based map encouraging customers to view and/or report the material that their water service line is made of. In 2021, the U.S. Environmental Protection Agency issued requirements for water utilities to identify the locations of lead service lines and make that information publicly available by October 2024. The map serves as a tool for customers to self-report their water service line material to help West Virginia American Water complete the inventory by the end of 2031.

On the webpage, customers can click on the map and enter their address in the "Search by Address" field. The map will zoom in on the address. The user can then click the circular symbol and see listed the material of the service line on both the utility and customer side, as it is known to the company. If the customer-owned service line material is unknown, customers are encouraged to help identify the material and report that information to the company using the self-reporting survey link provided in the pop-up window. The company also developed a short video showing how to use the map.

"Our goal in creating this webpage and map is to proactively and transparently communicate to customers about the lead service line inventory and replacement program, and we're pleased to share this easy process for customers to self-report their water service line material," said Robert Burton, president of West Virginia American Water. "As customer-owned lead service lines are identified, West Virginia American Water will make plans to replace those lines at a later date at no direct cost to the customer."

In addition to the map, customers will also find the following on the company's website via the Lead and Drinking Water link:

- The company's approach to replacing lead service lines
- Frequently asked questions related to lead and the company's lead service line replacement program
- A quick guide to help customers determine the material of their service line material
- Additional resources about lead in drinking water Information about how to assess and reduce potential lead exposure.

West Virginia American Water continues to meet and often surpass federal and state water quality standards, including standards related to lead. Customers can learn more about their water quality by reviewing our

Consumer Confidence Reports on the company website.

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

About West Virginia American Water

West Virginia American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 600,000 people.

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