

Iowa American Water Announces Lead Service Line Replacement Program Progress: Approximately 1,300 Customer-Owned Lines Replaced

Customer education and outreach efforts will continue; Letters mailed last week informing customers of lead, galvanized, and unknown service line types

DAVENPORT, IOWA (November 22, 2024) -- Iowa American Water announced today that it has successfully replaced almost 1,300 customer-owned lead and galvanized steel water service lines to date as part of its ongoing lead service line replacement program. This achievement is a significant step forward in meeting requirements of a U.S. Environmental Protection Agency (USEPA) mandate for all water providers in the country to replace both utility-owned and customer-owned lead and galvanized service lines in the next several years.

"The considerable progress we've made in just three years demonstrates our unwavering commitment to modernizing water infrastructure and protecting public health," said Brad Nielsen, President, Iowa American Water. "We intend to meet these regulatory requirements and set the standard for proactive lead mitigation in Iowa. While our water remains safe due to our proactive treatment measures and ongoing testing, our work is far from over, and we need our customers' continued cooperation to work with us to identify remaining lead service lines."

Last week, customers with unknown service line material received letters from Iowa American Water with helpful information about how to self-identify and report their service line material. Customers with confirmed lead or galvanized lines received notices with information about reducing lead in drinking water and the company's plans to replace these lines at no direct cost to them over the next several years. These letters were required by the USEPA for all water providers across the country.

Customers should be aware that they may own all or part of their water service line, which carries water from the water main in the street into a home or business. While Iowa American Water might only own part of the service line – or none of it at all – all utilities are responsible under USEPA regulations for identifying and ultimately replacing any that are made of lead.

At the same time, customers with lead lines can use water as they normally do, as Iowa American Water treats its drinking water with a corrosion inhibitor to reduce the potential for lead to leach from pipes or plumbing fixtures into the water. The company regularly tests for lead in drinking water, and the water delivered to customers meets state and federal water quality regulations, including those set for lead. Testing has confirmed, year-after-year, that Iowa American Water's treatment is working as intended to protect public health.

Earlier this year, Iowa American Water launched a robust, [interactive web-based map](#) and is encouraging customers to visit its website to learn how to self-identify their service line material. 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 side's pipe material is shown as unknown, customers are encouraged to help identify it 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 not only information about their service line material, but also what we do to help provide water that meets all regulations, ways they can help reduce their potential exposure to lead, and how they can participate in our lead service line replacement program at no direct cost to them,” added Nielsen. “We are committed to continue our program to identify and replace all lead service lines, and we need our customers’ cooperation to help us identify and remove lead service lines for their health, safety and peace of mind.”

Customers can learn more about their water quality at <https://www.amwater.com/iaaw/Water-Quality/Water-Quality-Reports/> and find additional information on [Lead and Drinking Water](https://www.amwater.com/iaaw/Water-Quality/Lead-and-Drinking-Water/) by visiting its website at <https://www.amwater.com/iaaw/Water-Quality/Lead-and-Drinking-Water/>.

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](https://www.amwater.com) and join American Water on [LinkedIn](#), [Facebook](#), [X](#) and [Instagram](#).

About Iowa American Water

Iowa 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 225,000 people.

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