New Jersey American Water Continues to Lead on Lead Service Line Replacements in 2025

Over 12,000 Lines Replaced and Counting

CAMDEN, N.J. – FEB. 25, 2025 – New Jersey American Water continues to prioritize lead service line replacements in its service areas, with over 12,000 lead and galvanized steel service lines replaced to date through its ongoing Lead Service Line Replacement Program. New Jersey American Water is currently on pace to meet requirements set by a New Jersey state law passed in 2021, which mandates that all water utility providers replace both utility-owned and customer-owned lead and galvanized service lines by 2031.

“In towns across our service area, we have been able to systematically identify and replace thousands of lead and galvanized steel service lines for our customers,” said New Jersey American Water President Mark McDonough. “While the work continues, I am proud of the progress we’ve made and the program we’ve built, which utilizes an array of touchpoints with our customers including email and direct mail, door-to-door canvassing, community partnerships, social media and creative video content to effectively educate customers and move this initiative forward. We’re well on our way to creating a lead-free New Jersey.”

In accordance with New Jersey law, New Jersey American Water launched its statewide Lead Service Line Replacement Program in 2022, including comprehensive customer outreach and an interactive webpage at newjerseyamwater.com/leadfacts which provides information to customers on how to self-identify the material of their service line in three easy steps and report their findings online.

Starting this year, New Jersey American Water plans to utilize predictive modeling to drive streamlined and cost-efficient replacements. Using this data-driven approach approved by the New Jersey Department of Environmental Protection, New Jersey American Water will be able to improve its water service line inventory database and reduce the number of in-person inspections and customer test pits needed.

For more information on New Jersey American Water’s approach to lead and drinking water, customers are encouraged to visit: newjerseyamwater.com/leadfacts.

Media Contacts

Chelsea Kulp
Manager of External Affairs
New Jersey American Water
chelsea.kulp@amwater.com

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