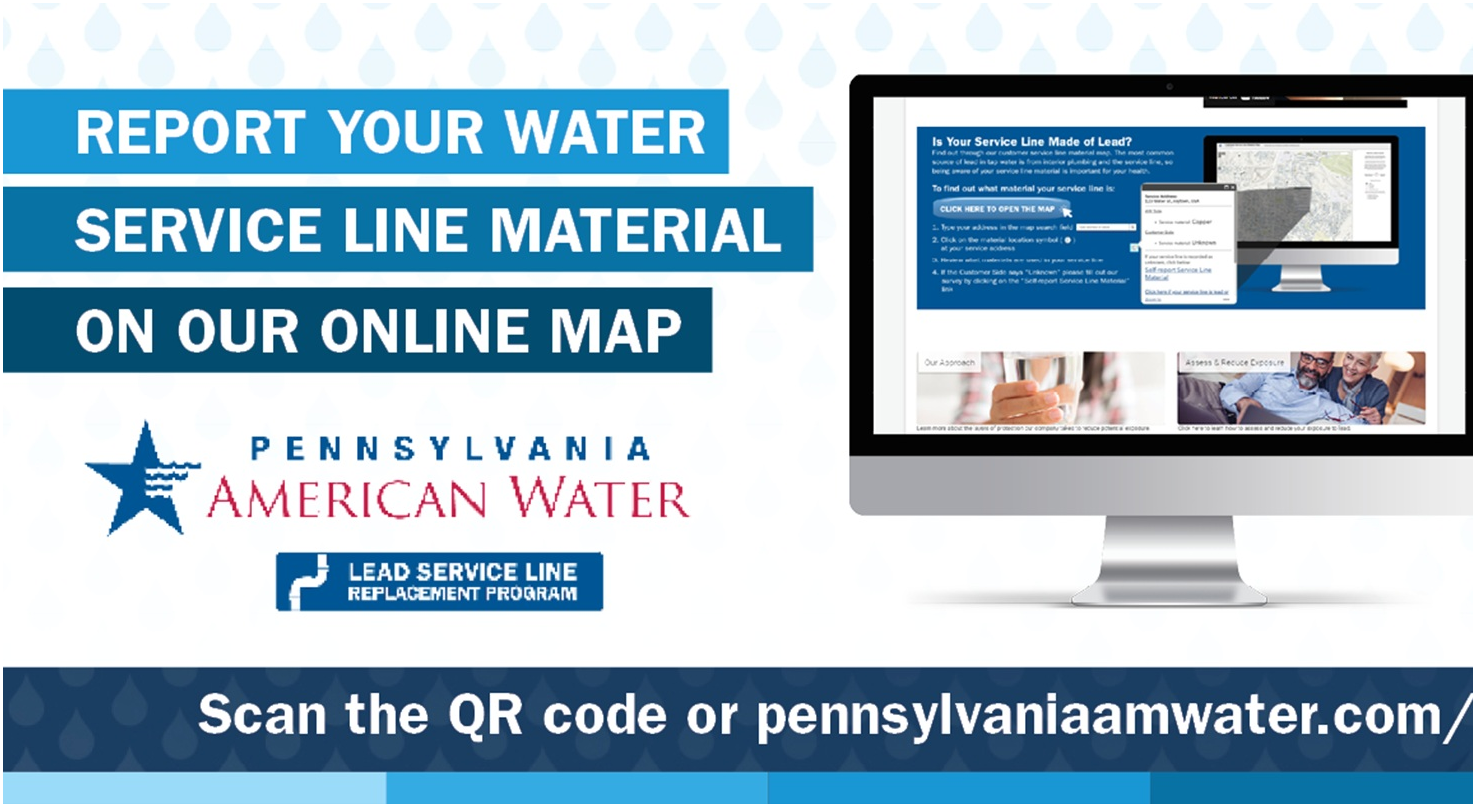
American Water Newsroom

Pennsylvania American Water to Replace 550 Lead Service Lines in New Castle

Neighborhood inspections to identify lead pipes kick off week of June 23 as part of replacement initiative.



NEW CASTLE, Pa. (June 18, 2025) – Pennsylvania American Water announced it will soon begin replacing around 550 lead service lines identified in the City of New Castle. Starting the week of June 23, contractors will begin canvassing in New Castle to identify unknown service line materials. They will wear high-visibility vests and contractor ID badges. If lead or galvanized steel lines are found, customers will receive information on replacing them at no direct cost.

“At Pennsylvania American Water, delivering safe, clean, reliable and affordable water remains our top priority,” says JoAnn Hepler, manager, Water Quality and Environmental Compliance. “While our water quality meets all regulatory standards, we are dedicated to proactively replacing lead service lines to further safeguard the health, safety, and peace of mind of our customers.

Replacement of lead service lines will provide direct water quality improvements to customers and is consistent with regulatory and Pennsylvania American Water initiatives to eliminate lead service lines from the public water supply system.

Customers can find more information on the company’s lead service line replacement program, answers to frequently asked questions and a guide to help self-identify the material of their service line at pennsylvaniaamwater.com/leadfacts.

Any customer can self-report their service line material online. To complete the service line inventory report from a phone or tablet, customers should:

1.) Enter their contact information,

2.) Identify their service line material and

3.) Upload a picture of their service line.

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 6,700 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 Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

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