American Water Newsroom

West Virginia American Water Launches Lead Potholing Initiative in Huntington and Charleston

Charleston, W.Va. – November 25, 2025 – West Virginia American Water has begun a proactive lead potholing initiative in the Huntington and Charleston areas to help identify customer-owned service line materials as part of its commitment to public health and safety and complying with federal guidelines. This important project, which started on November 3, 2025, will continue through 2026 and is a critical step toward replacing lead and certain galvanized service lines beginning in 2027.

The potholing process involves small excavations near water service connections to determine the material of customer-owned service lines. This information will guide West Virginia American Water's comprehensive plan to remove customer-owned lead service lines and certain galvanized lines for customers over the next several years.

"As part of our ongoing commitment to the public health of our communities, we are taking proactive steps to identify and replace customer-owned service lines containing lead," said Scott Wyman, President of West Virginia American Water. "This initiative reflects our dedication to transparency, safety, and the long-term well-being of the communities we serve."

West Virginia American Water, working closely with its contractor, Mott MacDonald, will conduct the potholing work that has already begun in multiple locations in Charleston and Huntington. In Charleston, potholing is taking place in two locations on the West Side around Patrick Street and Delaware Avenue. In Huntington, crews are working in Guyandotte. Customers will receive a notification mailer approximately seven days before contractors are scheduled to begin work on their street.

This initiative is part of a broader effort to comply with upcoming federal regulations and to implement best practices for lead service line replacement. By identifying service line materials now, West Virginia American Water can efficiently plan and execute replacements, reducing risks and helping ensure safe, clean, reliable water service for generations to come.

For more information about the lead potholing project, the customer service line material map, and future service line replacement plans, visit www.amwater.com/wvaw/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 6,700 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 West Virginia American Water

West Virginia American Water, a subsidiary of American Water, is the largest regulated water utility in the state, providing safe, clean and reliable water and wastewater services to approximately 583,000 people.

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