Pennsylvania American Water to Begin Replacement of 550 Lead Service Lines in New Castle

$9.5 Million PENNVEST-funded project brings safer drinking water to Lawrence County residents

NEW CASTLE, Pa. (March. 3, 2026) – Pennsylvania American Water announced today that it recently began replacing approximately 550 lead service lines in Lawrence County, bringing safer water to its customers in the City of New Castle.

“Everyone deserves access to clean, safe drinking water, and it plays a huge role in the overall health of our communities,” said State Representative Marla Brown. “This partnership with Pennsylvania American Water and PENNVEST brings meaningful investment to New Castle by removing lead service lines at no direct charge to customers. Working together, we’re helping safeguard public health and giving families peace of mind.”

The project began in 2025, when Pennsylvania American Water contractors canvassed New Castle neighborhoods to conduct inspections and identify service line materials. It now advances to its next phase, with identified replacements that began on February 23.

The work is supported by a $5,565,850 grant and a $3,962,140 loan from the Pennsylvania Infrastructure Investment Authority (PENNVEST). This combination of low-interest loan and grant funding helps improve water quality and safety while keeping service costs reasonable for customers.

“At Pennsylvania American Water, our top priority is to provide safe, clean, reliable and affordable water,” said JoAnn Hepler, the company’s senior manager of water quality programs. "Although our water meets all standards, we are working to replace lead service lines to improve health, safety and peace of mind for our customers."

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 will need to:

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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