American Water Newsroom

New Jersey American Water Contractor Conducting Lead Service Line Assessments in West Orange Township

CAMDEN, N.J. – May 13, 2026 – New Jersey American Water will begin door-to-door outreach in West Orange Township next week as part of its statewide Lead Service Line Replacement Program. The utility's local, qualified contractor, CDM Smith, will conduct service line material assessments and inspections throughout the town over the next several weeks.

This effort supports a 2021 state law requiring all water providers to identify and replace both the utility-owned and customer-owned portions of lead and galvanized steel service lines by 2031. Identifying and replacing lead and galvanized steel service lines is an important step in reducing potential exposure and protecting public health.

New Jersey American Water launched its Lead Service Line Replacement Program in 2022 to meet this mandate, and these service line assessments will help ensure compliance across its footprint.

As part of the assessment process, inspectors will knock on doors in designated neighborhoods to request permission to visually inspect water service line materials and briefly speak with customers. Customers may participate by allowing an inspection during canvassing when they are home, or by proactively scheduling an inspection appointment online by visiting calendly.com/njaw.

Customers also have the option to identify their water service line material themselves by completing a short survey at newjerseyamwater.com/leadsurvey. If a service line is confirmed to be lead or galvanized steel, New Jersey American Water will coordinate replacement in accordance with its statewide plan.

New Jersey American Water and CDM Smith will conduct direct customer outreach through mailed letters and postcards, customer alerts and emails, and digital and social media messaging to notify residents about upcoming service line identification and inspection opportunities. These communications explain the Lead Service Line Replacement Program, outline inspection and self-reporting options, and emphasize that all inspections are free and performed by authorized staff.

To protect customer safety and prevent fraud, New Jersey American Water reminds residents that all assessments are conducted at no cost. CDM Smith staff will carry official company photo ID badges and wear logoed, high-visibility vests. They will never request payment, fees, or personal financial information. This outreach effort has been coordinated with West Orange Township to support public awareness and safety.

West Orange residents may continue to use their water as usual. Water provided by New Jersey American Water continues to meet all state and federal water quality standards, including those for lead. Additional program resources, an interactive service line inventory map, and tools to self-identify service line materials are available at newjerseyamwater.com/leadfacts.

Questions not addressed on the utility's website may be directed to the New Jersey American Water Lead Team via email at leadfreenj@amwater.com or by calling CDM Smith at 732-590-4700.

About New Jersey American Water
New Jersey 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 3 million people. For more information, visit www.newjerseyamwater.com and follow New Jersey American Water on LinkedIn, Facebook, X, and Instagram.

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