Pennsylvania American Water Announces Service Line Identification Outreach

Door-to-door outreach underway in communities served by Pennsylvania American Water in the Mechanicsburg area

MECHANICSBURG, Pa. (May 29, 2026) – Pennsylvania American Water today announced upcoming door-to-door outreach in parts of its Mechanicsburg service area to assist customers in identifying the material of their home's water service line. This outreach is currently underway in Fairview, Lower Allen, Upper Allen and Newberry townships and in Shiremanstown Borough.

"Customer involvement makes this work possible," said Pennsylvania American Water Vice President of Operations Jim Runzer. "Our goal is to catalog the material type of customers' service lines to safeguard the quality of water for our customers."

A water service line is a pipe that connects a home or business to the water main in the street.

Pennsylvania American Water owns a portion of the service line, typically from the main to the curb stop, found near the street curb or sidewalk. The property owner owns the rest of the service line (from curb stop) all the way into the house or building being served, which is why customer participation in this program is important.

If a service line is identified as lead or galvanized steel, Pennsylvania American Water will work with the customer to replace the line at no direct cost to them.

The door-to-door outreach will be conducted by CDM Smith, Pennsylvania American Water's Service Line Inventory contractor. All representatives will carry official company photo I.D. badges and wear logoed, high-visibility vests.

The outreach efforts are part of the company's lead service line replacement program, supporting the U.S. Environmental Protection Agency's Lead and Copper Rule Improvements, which require all water utilities to identify and make public the materials that both company-owned and customer-owned service lines are made of to address and minimize exposure of lead in drinking water.

Since the lead service line identification project began, more than 50,000 service lines have been identified statewide, and more than 3,400 customer-owned lead lines have been replaced. In the Mechanicsburg area, approximately 5,300 water service lines are not yet identified.

Customers can view an interactive service line map at pennsylvaniaamwater.com/LeadFacts, self-report their service line material online, or request assistance by calling 717-581-8599, emailing LeadFreePA@amwater.com or scheduling an appointment at calendly.com/LeadFreePA.

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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 18 military installations. American Water's approximately 7,000 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 with approximately 1,200 dedicated employees working to provide safe, clean, reliable and affordable water and wastewater services to approximately 2.5 million people.

Media Contact:
William Gelgot
External Affairs Manager
717-903-3049
William.Gelgot@amwater.com

---

https://newsroom.amwater.com/2026-05-29-Pennsylvania-American-Water-Announces-Service-Line-Identification-Outreach