

Ocean City Customers Encouraged to Schedule Free Service Line Inspections

CAMDEN, N.J. – Sept. 11, 2026 – New Jersey American Water is encouraging Ocean City customers who have not yet participated in the company's service line identification efforts to schedule a free inspection beginning Tuesday, Sept. 15. Appointments are expected to remain available through at least the end of October, weather permitting, and can be scheduled online at calendly.com/njaw. The utility's qualified contractor, CDM Smith, will be in Ocean City two days per week to complete scheduled inspections. During the appointment, an authorized representative will visually inspect the service line by entering the property to help determine its material.

The inspections are part of New Jersey American Water's statewide [Lead Service Line Replacement Program](#) and support 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. 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.

CDM Smith previously conducted service line identification work in Ocean City from July through September 2025. This upcoming appointment period provides another opportunity to identify service line materials before seasonal conditions limit inspection work and before the next phase of program activities begins.

Customers who receive an email or postcard from New Jersey American Water and would like to schedule a service line inspection are encouraged to make an appointment as soon as possible. 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.

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.

To protect customer safety and prevent fraud, New Jersey American Water reminds residents that all assessments are conducted at no direct 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.

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 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 19 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 New Jersey American Water

New Jersey American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state with approximately 875 dedicated employees working to provide 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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