

Tennessee American Water to Conduct Service Line Material Verification in its Citico Service District

Work planned in Chattanooga in the coming weeks

CHATTANOOGA, Tenn., Sept. 15, 2026 /[PRNewswire](#)/ -- Tennessee American Water announced today that it will begin service line material verification work in parts of its Citico Service District the week of September 28. Over the next several months, the utility will identify and document the materials which service lines are made of in select areas in Chattanooga, East Ridge, Lookout Mountain, Red Bank and Rossville, GA. Customers can visit the [Alerts Page](#) at Tennessee American Water's website to see where the crews are currently performing work.

This project supports the updated U.S. Environmental Protection Agency (U.S. EPA) rules related to lead and copper. The U.S. EPA and Tennessee Department of Environment and Conservation require all water utilities to confirm service line materials through verification, including a visual inspection. This information will help establish a baseline inventory of Tennessee American Water's service lines, an important step in meeting the U.S. EPA's requirement to replace all lead service lines by 2037.

Tennessee American Water's work will focus on verifying the material of selected water service lines that are currently listed as unknown in company records. Those customers whose lines need verification will receive advance notification through various communication channels. Customers do not need to be home while this work is performed, and water service will not be disrupted. The work will be conducted by the Company's engineering partner CDM Smith and its contractor. To complete the verification, crews will dig small test holes near the meter pit. Once the work is completed, a door hanger will be left at the property with the findings. Any areas disturbed during the process will be restored.

Tennessee American Water wants to remind customers the water it provides meets all drinking water quality standards, including those for lead. In addition, the Company takes steps to reduce the potential of lead leaching from service lines and household plumbing into the water by monitoring its treatment processes and adding a corrosion inhibitor where needed.

More information about the company's lead service line program, answers to frequently asked questions and a guide to help customers self-identify the material of their service line is available at tennesseeamwater.com/leadfacts.

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 Tennessee American Water

Tennessee American Water, a subsidiary of American Water, is the largest regulated water utility in the state with approximately 100 dedicated employees working to provide safe, clean, reliable and affordable water services to approximately 425,000 people in Tennessee and north Georgia.

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For further information: Daphne Kirksey, External Affairs Manager, daphne.kirksey@amwater.com

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