

Pennsylvania American Water to Replace Nearly 400 Lead Service Lines in New Cumberland

PENNVEST funding helps accelerate infrastructure improvements for customers

MECHANICSBURG, Pa. (Oct. 15, 2026) – [Pennsylvania American Water](#) announced today that it recently began replacing approximately 384 customer-owned lead service lines in New Cumberland Borough, bringing safer water to its customers in Cumberland County. This project is supported by a [\\$3.62 million loan from the Pennsylvania Infrastructure Investment Authority](#) (PENNVEST), which will help improve drinking water infrastructure and provide customers with added confidence in the safety and quality of their water.

"Replacing lead service lines is one of the most effective ways to further reduce the risk of lead entering drinking water," said JoAnn Hepler, the company's senior manager of water quality programs. "This project will help remove hundreds of lead service lines from the New Cumberland community and provide customers with added confidence in the quality of their drinking water for years to come."

Prep work for the project began in July, when Pennsylvania American Water contractors canvassed area neighborhoods to conduct inspections and identify service line materials. With that work largely complete, Pennsylvania American Water's contractor, Drain Doctors, has begun replacing identified lead service lines throughout the borough. Replacement activities are expected to continue through fall 2027, and customers whose service lines are scheduled for replacement will be contacted directly as work progresses.

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.

Pennsylvania American Water reminds customers that all representatives will carry official company photo I.D. badges and wear logoed, high-visibility vests.

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 Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water, 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.

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