New Jersey American Water Contractors Conducting Lead Service Line Assessments in Tinton Falls Borough

CAMDEN, N.J. – Oct. 30, 2026 – New Jersey American Water will begin door-to-door outreach in Tinton Falls Borough 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 moving through the community 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. 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, CDM Smith 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 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. Residents should always ask to see identification before granting access to their property or home. Contractors 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.

AboutNew Jersey American Water
New Jersey American Water,a subsidiary of American Water (NYSE: AWK),is the largestregulatedwater utility in the statewithapproximately875dedicated employees working toprovidesafe, clean,reliableand affordablewaterandwastewater servicesto approximately3million people. For more information, visit

www.newjerseyamwater.com and follow New Jersey American Water on LinkedIn, Facebook, X, and Instagram.

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