American Water Newsroom

Pennsylvania American Water Launches Interactive Web-Based Map to Identify and Replace Lead Service Lines

Water quality remains compliant with all regulatory standards, and company continues to replace lead service lines at no direct cost to customers; New map to raise further awareness.

MECHANICSBURG, Pa. (April 29, 2024) – Pennsylvania American Water announced today that it has developed a robust, interactive web-based map encouraging customers to view and/or report what material their water service line is made of. The map can be found at pennsylvaniaamwater.com/LeadFacts and includes an address search bar and a symbol and color key.

The webpage and map were created in response to the U.S. Environmental Protection Agency (EPA)'s requirements for water utilities to identify and make public the locations of lead service lines by October of 2024 and follows EPA best practices. The map also serves as a tool for customers to self-report what their water service lines are made of to help Pennsylvania American Water complete the service line material inventory project it launched last year.

"Our goal in creating this webpage and map is to proactively and transparently communicate to customers not only the information about their service line material, but also what we do to help provide water that meets all regulations, ways they can help reduce their potential exposure to lead, and how they can participate in our lead service line replacement program at no direct cost to them," said Brandy Braun, Pennsylvania American Water's director of water quality and environmental compliance. "We are committed to continue our robust program to identify and replace all lead and galvanized service lines, and we need our customers' continued cooperation to help us identify and remove lead service lines for the health, safety and peace of mind of our customers."

On the webpage, customers can click on the map and enter their address in the "Search by Address" field. The map will zoom in on the address, where the user can click the circular symbol and see the material of the service line on both the utility and customer side, as it is known to the company. If the customer-owned side is shown as unknown, customers are encouraged to help identify it and report that information to the company using the self-reporting survey link provided in the pop-up window. The company also developed a short video showing how to use the map.

In addition to the map, customers will also find the following on the webpage:

- The company's approach to replacing lead service lines, including a short video
- Frequently asked questions related to lead and the company's lead service line replacement program
- A quick guide to help customers determine the material of their service line material
- Additional resources about lead in drinking water Information about how to assess and reduce potential lead exposure

Last year, Pennsylvania American Water replaced 855 lead service lines and expects to replace double this number in 2024. The goal of the program is to replace all lead service lines over time.

About Pennsylvania American Water

Pennsylvania American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water and wastewater services to approximately 2.3 million people.

Media Contacts

Laura Martin

Sr. Director, Government & External Affairs, PA & WV

304.340.2089

laura.martin@amwater.com

---

https://newsroom.amwater.com/Pennsylvania-American-Water-Launches-Interactive-Web-Based-Map-to-Identify-and-Replace-Lead-Service-Lines