

PA American Water looking to “get the lead out”

Pennsylvania American Water is asking for its customers to help determine the material used in their service lines to identify any with lead. The company requested Lower Paxton Township’s help in letting residents know about this ongoing project.

According to Pennsylvania American Water:

“The project is driven by EPA regulations that require water utilities to identify and publicly map lead service lines, which, for many utilities, will be the first step toward a proactive lead service line replacement program. Pennsylvania American Water already has a robust lead service line replacement program and has replaced more than 250 lead service lines to date. We plan to invest approximately \$15 million in 2023 to replace lead service lines, and our efforts will continue into future years.”

As part of the project, Pennsylvania American Water customers will receive a postcard with information about the project and how to assist the company in identifying water service line materials. As part of this survey, customers will be asked to answer a few questions about their water service line and upload a photo of their service line material, if possible.

- ***Customers with questions or who need assistance are asked to call Pennsylvania American Water at 877-201-7926***

According to the company, the next phase of this project will be for employees of Greeley and Hansen -- the company’s project management firm – to contact residents who did not respond to the survey.

See below for links to the postcard sent to customers and a fact sheet:

[Click here](#) to see a fact sheet about the project

HELP US GET THE LEAD OUT

PENNSYLVANIA AMERICAN WATER
In Partnership With
GREELEY AND HANSEN

Pennsylvania American Water needs your help to identify the material used for your water service line.

We've launched a statewide project to identify the material of each customer's service line. With this information, we'll publish a public-facing online map with our findings by the latter part of 2024 and ultimately work to remove identified lead and certain galvanized water lines from service.

HELP US IN 3 EASY STEPS

In early 2023, customers whose service line material is unknown to Pennsylvania American Water were sent a postcard in the mail with information on how to participate in this important identification effort. If you received one, please "pipe up" and respond using these three easy steps:

1. **SCAN THE QR CODE BELOW OR VISIT:**
[TINYURL.COM/PAWCSURVEY](https://tinyurl.com/pawcsurvey)
2. **FOLLOW** instructions, answer questions, and upload a photo of your service line material.
3. **PROVIDE** your name, address, and contact information, then click "SUBMIT" and you're finished!

Check us out online: pennsylvaniaamwater.com

WE'VE MADE PARTICIPATION EASIER. FOLLOW THE STEPS LISTED ABOVE.

SCAN ME

**IF YOU NEED ANY ASSISTANCE, CONTACT US! (877) 203-7926
SI NECESITA AYUDA, CONTÁCTENOS. SE HABLE ESPAÑOL.**

Justin Lashner
President
Pennsylvania American Water

"Determining what material every customer's service line is made of – including the lines owned by them and not just by us – is a massive undertaking, and we're asking our customers to take this request seriously and please respond so we can take action accordingly. Although our company is in compliance with lead action levels in water due to our treatment controls, we believe that identifying and ultimately removing lead lines from service is the right thing to do for the health, safety and peace of mind of our customers."

[Click here](#) to see the postcard sent to customers

HELP US GET THE LEAD OUT

PENNSYLVANIA AMERICAN WATER
IN PARTNERSHIP WITH
GREELEY AND HANSEN

Pennsylvania American Water is undertaking a project to identify what material each customer's water service line is made of. We need your help. The project will consist of reviewing existing data and conducting field investigations such as the 90 Color Check on the spot. The information you provide will contribute to developing a public-facing web-based map showing this information.

3 EASY STEPS:

1. **SCAN QR CODE BELOW OR VISIT:**
[TINYURL.COM/PAWCSURVEY](https://tinyurl.com/pawcsurvey)
2. **FOLLOW** instructions, answer questions, and upload photo of your service line material.
3. **BE SURE** to include your name, address, and contact information, then click "SUBMIT" and you're finished!

Check us out online: www.amwater.com/paw

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SCAN ME

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