

# 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:

### 3 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](https://pennsylvaniaamwater.com)



SCAN ME

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

IF YOU NEED ANY ASSISTANCE, CONTACT US! (877) 201-7926  
SI NECESITA AYUDA, CONTÁCTENOS. SE HABLA ESPAÑOL.

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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.**

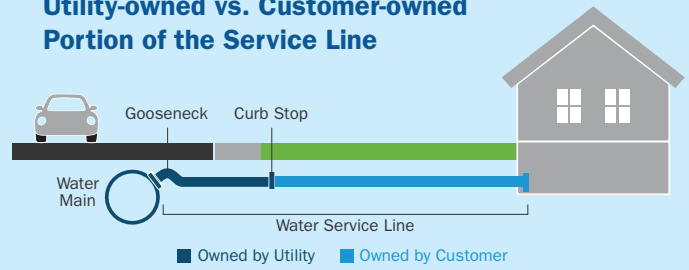
Justin Ladner  
President  
Pennsylvania American Water

## WHAT IS A WATER SERVICE LINE?

A water service line is a pipe that connects your house or building to the water main in the street. Typically, the service line is less than 2 inches in diameter and is made of various material. The most common material in use is copper; however other materials have been used including galvanized steel, iron, plastic, and lead.

Pennsylvania American Water owns a portion of the service line, typically from the main to the curb stop, found near the street curb or sidewalk. The property owner owns the rest of the service line, from the curb stop all the way into the house or building.

### Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

## TYPES OF PIPE

	<ul style="list-style-type: none"><li>Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.</li></ul>
	<ul style="list-style-type: none"><li>Copper: The color of a copper penny.</li></ul>
	<ul style="list-style-type: none"><li>Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.</li></ul>
	<ul style="list-style-type: none"><li>Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.</li></ul>

## HOW IS THE SERVICE LINE MATERIAL DATA BEING GATHERED?

Our service line inventory project contractor, Greeley & Hansen, will be available by phone to answer questions about the inventory and identification process and can help you schedule an in-home inspection to verify your service line material type, if needed. In addition to customer surveys, the project includes reviewing existing records, predictive modeling, and conducting field investigations, which can include in-home inspections and digging test pits to look at service lines.

All contractors representing Pennsylvania American Water in the field will be wearing logoed, high-visibility vests and carrying official photo ID badges. **If we contact you asking for information about your service line, we urge you to participate in this important project.** We also encourage you to check for proper identification before allowing anyone self-identifying as a utility representative into your home.

## WHY IS PENNSYLVANIA AMERICAN WATER UNDERTAKING THIS PROJECT?

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.

We requested approval from the Pennsylvania Public Utility Commission for a customer-side lead service line replacement program, citing that systematically replacing customer-owned lead service lines is a reasonable, cost-effective way to help avoid customer health and safety concerns associated with lead service lines.

