LEADING ON LEAD REMOVAL

MISSOURI AMERICAN WATER

WE KEEP LIFE FLOWING®



PROTECTING THE COMMUNITIES WE SERVE

At Missouri American Water, we are meeting and surpassing new federal requirements to protect our customers by removing lead service lines in the communities we serve by 2030.

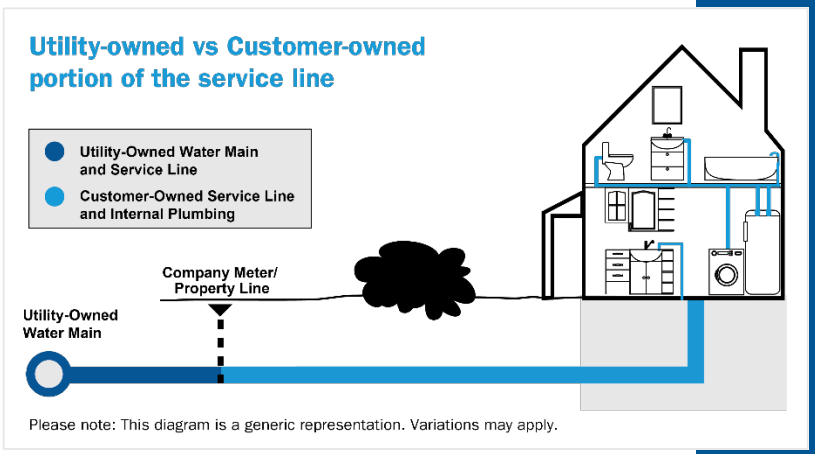
When possible, we are replacing the entire service line, including the customer-owned portion, at no direct cost to the customer. So far, we have replaced approximately 7,000 lead service lines across the state.

Missouri American Water is proud to work with lawmakers, regulators, and community stakeholders to identify and remove lead service lines in the communities we serve.

SERVICE LINE INVENTORY

The U.S. Environmental Protection Agency's (USEPA) Revised Lead and Copper Rule established new regulations that require water service providers to identify service line material and make this information available to customers by October 2024. The service line is the pipe that connects the water main in the street to the plumbing inside your home or business.

The Service Line Inventory will identify Company and Customer side material. Missouri American Water will be using existing records, when available, to determine the material on the Company and Customer side of the service. In addition, Missouri American Water will be using County Assessor records to determine when the structure was built. The installation of lead pipes was most prevalent before 1930 and was banned in 1986 when Congress amended the Safe Drinking Water Act.



QUESTIONS?

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Because property owners have historically owned either all or most of the service line (typically from the property line to the home or business), Missouri American Water does not have a complete record of the service line material. We will be working with property owners and municipalities to update the service line material in the communities we serve.

When additional investigations are required to determine service line material, Missouri American Water will partner with external contractors to perform an exploratory dig (hydro-excavation) of the service line near the property line. In addition, an inside inspection of the service line coming into the home or business will be offered to customers to potentially avoid exploratory digs.

All service line material information will be uploaded into American Water's asset management system MapCall, and an interactive map will be made available to all customers online by October 2024.

LEAD SERVICE LINE REPLACEMENT

Missouri American Water's goal is to remove all known lead service lines from the communities we serve by 2030, at no direct cost to the customer. We care about our customers and believe replacing this water service line is an important step in reducing lead exposure.

Missouri American Water is actively replacing lead service lines when a leak occurs or when a lead service line is connected to a water main that is being moved or replaced.

Missouri American Water is also targeting lead service line replacements. We will be working through each service area systematically, starting in areas with high concentrations of known lead service lines.

Customers can elect to replace their lead service line prior to Missouri American Water's planned removal date. The customer can coordinate efforts with a company-approved contractor to replace the entire service line, and the customer will only be responsible for the cost associated with the customer side.

MISSOURI
AMERICAN WATER

INVESTMENT. ONE MORE WAY WE KEEP LIFE FLOWING.