

Kentucky American Water Encourages Customer Response to Water Service Line Survey

LEXINGTON, Ky., (December 4, 2025) – As part of Kentucky American Water’s commitment to providing safe, clean, reliable and affordable water and wastewater services, the company is reminding customers to help identify and report – through a [survey](#) on the company’s website – the material of the water service line on their property that brings water into their home or business. Customers for whom the company does not have this information will receive a survey reminder letter in December. Customers who have already completed the survey do not need to respond a second time.

The U.S. Environmental Protection Agency’s Lead and Copper Rule Improvements requires all water utilities to identify and make public the material that both company-owned and customer-owned water service lines are made of to address and minimize exposure of lead in drinking water. Kentucky American Water did not install and does not own or maintain customer-owned water service lines – the portion of pipe that connects a water meter to a home or business – so customer feedback is vital to gathering customer-owned water service line information.

The company launched its service line material inventory project in 2024, and since that time approximately 1,600 customers have responded to the survey. The results of the survey will help Kentucky American Water identify and prioritize the eventual replacement of any lead service lines. Customers can quickly determine the material their water service line is made of by following simple instructions provided through the survey, which involves checking the pipe connected to their interior water shut-off valve, which then goes outside the structure.

“We appreciate the many customers who have already responded to the survey and encourage those who have not to do so at their earliest convenience,” said Alicia Jacobs, manager of water quality and environmental compliance. “If customers are unable to check their water service lines they should not be concerned. We understand some customers may not be able to gather this information easily. In these situations, we encourage customers to consider requesting assistance from a family member or trusted friend. If that’s not possible, please contact our customer service team at 1-800-678-6301 and we will work with you to complete the survey another way.

“The quality of water that Kentucky American Water delivers meets or surpasses all regulatory requirements and continues to be recognized as among the best in the nation,” Jacobs continued. “The lead service line survey effort supports the continuation of high-quality service, and we appreciate our customers’ assistance with this effort.”

Customers can access the [survey](#) and additional information about the company’s efforts to manage potential exposure to lead in drinking water by visiting kentuckyamwater.com and clicking the Lead and Drinking Water link from the drop-down menu under Water Quality at the top of the page.

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, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water’s 6,700 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.

About Kentucky American Water

Kentucky American Water, a subsidiary of American Water, provides safe, clean, reliable and affordable water and wastewater services to approximately 527,000 people.

For more information, visit Kentucky American Water's [website](#) and join Kentucky American Water on [Facebook](#), [X](#), [Instagram](#) and [LinkedIn](#).

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