

WE'RE INVESTING \$5 MILLION IN NORTH PLAINFIELD

BE SAFE. SLOW DOWN IN WORK ZONES.

Your safety, as well as the safety of your neighbors and our workers, is important to us!

We work hard to keep our job sites safe, and we appreciate your effort to slow down and use caution around the construction site.



QUESTIONS?

Michael Loureiro
Construction Inspector
908-900-2958

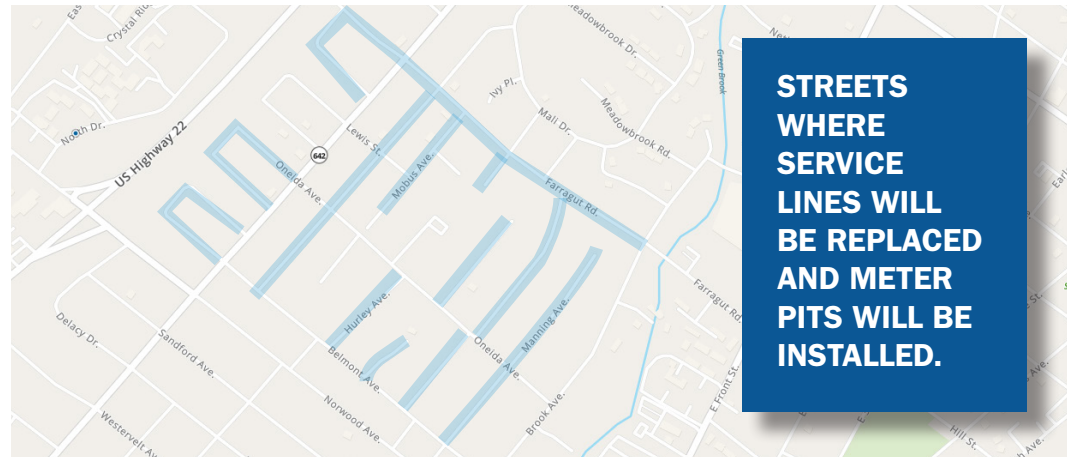
We can also be reached at our Customer Service Center: 1-800-272-1325
Hours: 7 a.m.–7 p.m., M-F
For emergencies, we're available 24/7.

12-2022

SERVICE LINE AND METER PIT PROJECT STARTING SOON

New Jersey American Water is preparing to replace utility-owned service lines from the company's main in the street to the company shut off valve (generally located near the curb) along all or portions of the following streets in your neighborhood: **Farragut Road, Manning Avenue, North Jackson Avenue, Berry Hill Court, Hurley Avenue, Mobus Avenue, Muriel Avenue, Farragut Place, Belmont Avenue, Willard Place, Jeffries Place.**

Additionally, New Jersey American Water will replace any customer-owned service line that has been identified as lead or galvanized as part of a statewide initiative to remove all lead and galvanized service lines by 2031. (See reverse side for more information.)



PROJECT START/END AND WORK HOURS

Weather permitting, our local, qualified contractor, J Fletcher Creamer & Son, Inc. will begin work mid-January and expects to be completed by the end of October. Work hours will be from 7 a.m. to 5 p.m. Monday through Friday. Some work on Saturdays may be required to maintain project schedule. Final street restorations are expected to be completed in late fall of 2023 or early spring of 2024.

Project timelines are subject to change due to a variety of factors including weather and availability of supplies. Customers should sign up for alerts through their MyWater account and follow the company on Facebook and Twitter to receive project updates.

MOVING THE METER

Once the meter pits are installed, and the entire project is complete, we'll contact you to set up an appointment to move the meter from inside the property to the meter pit. By doing this, we will no longer require access into your home to read, inspect, repair or replace the water meter in the future.

To perform this work, we'll need to gain access to the existing water meter located inside your property, so we may relocate it to the new meter pit. There is no cost to you to have this work performed. The relocation of the meter should take approximately 20–30 minutes. To prepare, we ask that you clear the area to the water meter for safe and easy access. During this process, the water service will be interrupted for a few minutes.

SPRING 2023: WE'LL BE CLEANING AND LINING THE MAIN

In the spring of 2023, New Jersey American Water will be cleaning and lining water main on your street. Cleaning and lining is the process of removing sediment from inside a water main, then lining the inner surface of the main with a sealant. This procedure significantly improves the reliability of water service, water quality and fire flows in the area. We'll provide you with further details as we get closer to starting the project.

We're committed to replacing all lead and galvanized service lines by 2031. We encourage customers to visit newjerseyamwater.com/leadfacts

WHAT'S YOUR SERVICE LINE MADE OF?

Over the years, plumbers have used many different materials, including copper, PVC, lead, galvanized steel, and others. One way to find out what your service line is made of is to contact a licensed plumber. If we find lead or galvanized piping during the course of our main replacement project, we'll contact you to discuss replacing your service line. Replacing lead service lines reduces your potential exposure to lead. To learn more, visit newjerseyamwater.com. Under Water Quality, select Lead and Drinking Water.



Scan here for tips on how to identify what your service line is made of. Let us know.

ABOUT SERVICE LINES

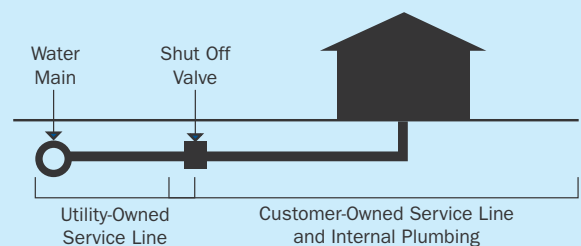
There are two components of a service line.

Utility-owned portion of the service line: This is the portion of the service line that extends from the company's main in the street to the company shut off valve (generally located near the curb).

Customer-owned portion of the service line: The property owner is responsible for this portion. It extends from the company shut off valve to the inside plumbing.

If we replace the utility-owned service line serving your property, we'll notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using the water. If you're not home, we'll leave the instructions at your front door.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



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

TRAFFIC FLOW AND ACCESSIBILITY

Sections of street where construction is taking place may be closed during work hours. All traffic control will be coordinated with local police or road authorities. Motorists should use caution, obey traffic signs and follow detour routes when driving in the area.

NOISE

As with any construction project, some noise will be unavoidable with this project. We apologize for any inconvenience, and appreciate your understanding and cooperation.

SITE MAINTENANCE

The project site will be maintained and cleaned each day before contractors have completed work.

HOW SHOULD WE REACH YOU IN AN EMERGENCY?

New Jersey American Water uses a high-speed mass-notification system to keep customers informed about water-related emergencies and alerts. Log on to our online self-service portal (mywater.amwater.com) to make sure your contact information is up-to-date. While you're there, tell us how you prefer to receive our notifications: by phone, text and/or email.*

*Standard text, data and phone rates may apply.

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.