

# We're investing in your neighborhood.

## WATER MAIN REPLACEMENT PROJECT UNDERWAY

At Pennsylvania American Water, we're committed to providing our customers with safe, reliable water service. This requires investing in our treatment and distribution systems, and one of these projects is about to take place near you. The project involves replacing aging water main, as well as utility-owned service lines and fire hydrants along the pipeline route (see reverse for more information about service lines).

### PROJECT OVERVIEW AND WHAT YOU CAN EXPECT

- **Perform test pits at the curb.** Before starting the main replacement, we may need to perform a test pit at the curb by unearthing your service line to identify or confirm its material.
- **Install, disinfect, test and place new main into service.** While we interconnect the new main to the distribution system, there may be a temporary service interruption. You may also experience a slight discoloration of water. If this happens, run the water until it is clear.
- **Replace utility-owned service lines and transfer customers to the new main.** Once the main is installed, we'll return to connect customers to the new main. This may involve replacing utility-owned service lines. If we're replacing the utility-owned service line at your property, typically there is a 30- to 60-minute interruption of service while the contractor connects the new service line. We'll attempt to notify you 24 hours in advance. We'll also notify you on the day the service line is replaced with instructions on how to flush your household plumbing prior to using water. It is important that you read and follow these instructions. If you're not home, we'll leave the instructions at your front door. You may want to consider storing a few gallons of water for drinking and cooking during the service line work.
- **We'll return to perform final paving and any restoration of concrete, driveway, grass and landscaping (see other side).**

Our crews will work as quickly as possible to shorten the length of these temporary inconveniences. We appreciate your patience and understanding during this project.

### ABOUT THE PROJECT

**Investment:**

**What:**

**Where:**

**When:**

**Work Hours:**

**Project Contact:**

### 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?

Call our project contact, listed at the right.

### Sign up for alerts in your MyWater account.

Log on to our online self-service portal (amwater.com/mywater) 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.

We're committed to replacing all lead<sup>1</sup> service lines.  
We encourage customers to visit [pennsylvaniaamwater.com/leadfacts](https://pennsylvaniaamwater.com/leadfacts).

### WHAT'S YOUR SERVICE LINE MADE OF?

Over the years, plumbers have used different service line materials, including copper, PVC, lead, galvanized steel and others. Scan the QR code below for tips on how to identify and report your service line material. Additionally, if we find lead piping during our main replacement project, we'll contact you to discuss replacing your service line at no direct cost to you. Learn more at [pennsylvaniaamwater.com/leadfacts](https://pennsylvaniaamwater.com/leadfacts).



Scan here for tips on how to identify and report what your service line is made of.

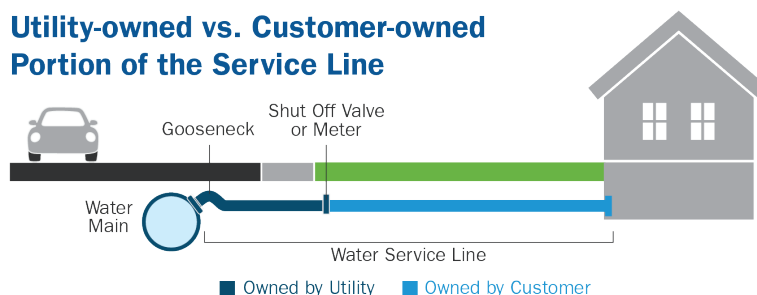
<sup>1</sup> Galvanized lines that follow lead piping may also be eligible for the replacement program.

### ABOUT SERVICE LINES

There are two components of a service line.

- **Utility-owned portion of the service line:** This portion of the service line 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.

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



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

### If we had to excavate the road, yard, sidewalk or driveway:

We will provide a temporary surface restoration and, weather permitting, complete the permanent restoration work in approximately 90 days to allow time for the soil to settle. **Note:** Permanent restoration work may be delayed during winter months (from mid-October through early April) depending on regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring.

### 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.

### SITE MAINTENANCE

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

### 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.

### HOW SHOULD WE REACH YOU IN AN EMERGENCY?

Pennsylvania American Water uses a mass-notification system to keep customers informed about water-related emergencies and alerts. Log on to MyWater, our online self-service portal at [amwater.com/mywater](https://amwater.com/mywater) 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.

### RIPPLE EFFECT: Investments Create Jobs

Infrastructure upgrades are important investments in public health and safety; they also help support the economic health of the communities we serve. Economic impact studies show that for every \$1 million invested in water infrastructure, upwards of 15 jobs are generated throughout the economy.

