



AMERICAN WATER



WE ARE INVESTING \$660,000 IN NORTH PLAINFIELD

Main Replacement Project to Start Soon

New Jersey American Water is preparing to replace approximately 2,300 feet of aging 6-inch water main that was installed in the 1950s with new 8-inch ductile iron main along **Norwood Avenue** (from Mountain Avenue to Brook Avenue). The existing pipe has reached the end of its useful life and will be replaced with new pipe. The project also includes replacing 58 utility-owned service lines and four fire hydrants along the pipeline route (see reverse for more information about service lines). These improvements should enhance water service reliability and water flows for household consumption and fire fighting.

As part of this improvement project, we'll also be installing a meter pit at the curb area of your property, in our right of way. After installation, all that will be visible is a 15-inch circular cover that will be flush with the ground.

Project Start/End and Work Hours

New Jersey American Water's contractor, Vollers Excavating and Construction, will begin on or about March 20. Work hours will be from 7 a.m. – 5 p.m., Monday through Friday. Work on weekends and evenings is not expected unless required to maintain project schedule. Weather permitting, the project will be completed by July. Final paving and restoration will be completed in the fall 2017.

Moving the Meter

Once the meter pit is installed, the meter serving your property will be moved from its current location inside your 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.

Access to the Meter

Once the meter pits are installed, and the entire project is complete, we'll contact you set up an appointment to move the meter from inside the property to the meter pit. 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.

How to Prepare

To prepare for the removal of the meter from inside your property, we ask that you clear the area to the water meter for safe and easy access. During the process of the meter relocation the water service will be interrupted for a few minutes.

Project Overview

- Install, disinfect, test and place new main into service
- Replace utility-owned service lines and transfer customers to the new main (we'll notify you if the service line serving your property is replaced and provide you with flushing instructions)
- Perform final paving and restoration of concrete, driveway, grass and landscaping

The project represents a critical investment for the company in support of our commitment to provide customers with safe, reliable water service.

FOR MORE INFORMATION

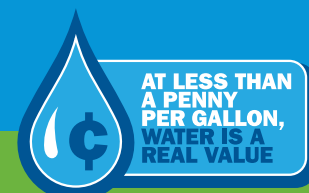
Your safety, as well as the safety of your neighbors and our workers is important to us! Should you have any questions or concerns about this project, please contact:

Rafael Brizuela
Construction
Inspector
908-791-3449

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

03-2017

Quality, care and value delivered in every drop.



Utility-owned vs Customer-owned portion of the service line



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

Service Impacts/Disruptions: What to Expect

While we interconnect the new main to distribution system: Customers may experience a temporary service interruption while this work is performed. Customers may also experience a slight discoloration of water. If this happens, run the water until it is clear.

Once the new main is installed: We'll return to connect customers to the new main. This may involve replacing the utility-owned service lines, which is the portion of pipe that extends from the company's main in the street to the company shut off valve (generally located near the curb).

If we're replacing the utility-owned service line at your property: Typically, there is a 30- and 60-minute interruption of service while the contractor connects the new service line. We'll attempt to notify customers 24 hours in advance. **We'll also notify you on the day the service line is replaced with further 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.

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.

Traffic and Accessibility

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

Noise

Our contractor will take measures to minimize noise levels; however, there will be some unavoidable noise associated with this project. We appreciate your understanding of any inconvenience that this may cause.

Site Maintenance

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

Important Information 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: This portion of the service line is the responsibility of the property owner. It extends from the company shut off valve to and including the inside plumbing.

IF WE ARE REPLACING 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.

Do you know what your service line is made of?

Over the years, plumbers have used many different materials, including copper, PVC, lead and others. If you have an older home, you should contact a licensed plumber to identify the material used on your property and in your home plumbing. If lead is found, you should consider replacing the portion you own to reduce your potential exposure to lead. More information about lead can be found online at newjerseyamwater.com. Under Water Quality, select Water Quality Reports.