

## 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 and including the inside plumbing.

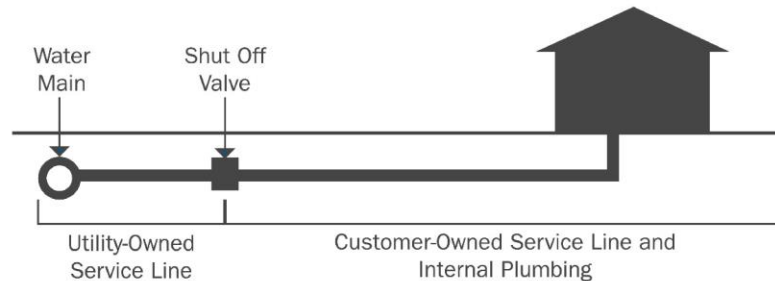
If we replace the utility-owned service line serving your property, we'll notify you on the day the service line is replaced with further instructions on how to flush your household plumbing prior to using the water. If you're not home, we'll leave the instructions at your front door.

## WHAT'S YOUR SERVICE LINE MADE OF?

Over the years, plumbers have used many different materials, including copper, PVC, lead and others. One way to find out what your service line is made of is to contact a licensed plumber. If we find lead 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](http://newjerseyamwater.com). Under Water Quality, select Lead and Drinking Water.



## 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

For the public's and workers' safety, traffic restrictions and/or alternating traffic patterns are likely to occur during work hours. New Jersey American Water's inspector, along with the contractor's personnel, will provide a minimum of 24 hour's notice prior to any parking and/or driveway use restrictions. All emergency vehicles and local traffic will be allowed access during construction.

## 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 called "CodeRED" to keep customers informed about water-related emergencies and alerts. Log on to our online self-service portal ([amwater.com/myaccount](http://amwater.com/myaccount)) 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.

[newjerseyamwater.com](http://newjerseyamwater.com)



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