



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING®

BE SAFE. PRACTICE SOCIAL DISTANCING.

We'd like to ask customers to recognize the essential work being done by our employees and contractors, and remind them to adhere to social distancing rules for everyone's safety. If a customer sees a crew performing work in their area, and wishes to ask a question about it, they are encouraged to visit our website, Facebook, or Twitter pages, or call Customer Service at (800) 272-1325.



QUESTIONS?

Please call our Customer Service Center at:
1-800-272-1325

Hours: 7 a.m.–7 p.m., M-F
For emergencies, we're available 24/7.

11-2021



WE'RE INVESTING \$900,000 IN OCEAN CITY

MAIN REPLACEMENT PROJECT

New Jersey American Water is preparing to replace approximately 3,300 feet of aging 6-inch cast iron water main that was installed in the 1910s with new 8- and 12-inch ductile iron main along **East 10th Street** (from Palen Avenue to Haven Avenue) and **Haven Avenue** (from Nineth Street to 11th Street).

The project also includes replacing six fire hydrants and 80 utility-owned service lines along the pipeline route (see reverse for more information about service lines).

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

PROJECT START/END AND WORK HOURS

Weather permitting, our local, qualified contractor, Pioneer Pipe Contractors, Inc. will begin work on or about November 8 and expects to be completed within approximately two months. Work hours will be from 7 a.m. to 4 p.m., Monday through Friday.

Work outside of these hours is not expected unless required to maintain project schedule. Final street restorations will be completed in the fall of 2022.

PROJECT OVERVIEW AND WHAT YOU CAN EXPECT

- **Install, disinfect, test and place new main into service.** While we interconnect the new main to the distribution system, customers may experience a temporary service interruption. Customers 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- 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 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

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

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).

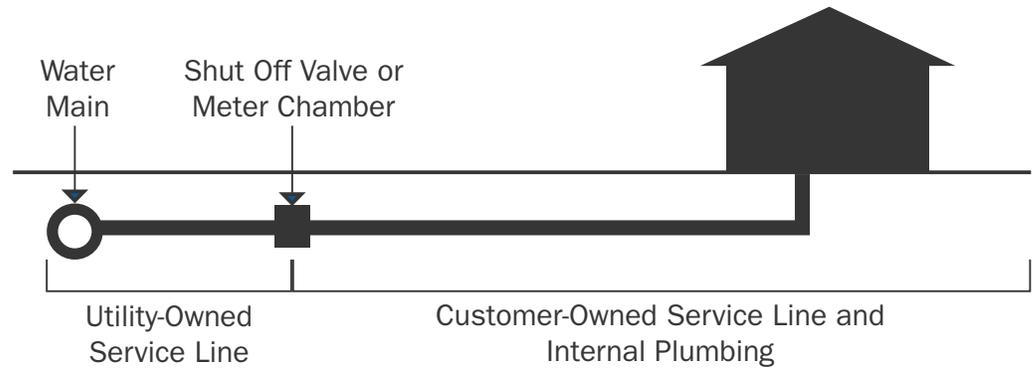
Customer-owned portion of the service line: The property owner is responsible for this portion. It extends from the company shut off valve to the inside plumbing.

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.

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. 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.

door. You may want to consider storing a few gallons of water for drinking and cooking during the service line work.

- **Perform final paving and any restoration of concrete, driveway, grass and landscaping.**

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 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.