NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING®

WE'RE INVESTING IN YOUR NEIGHBORHOOD

Main replacement project to start soon

At New Jersey 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

- **Install, disinfect, test and place new main into service.** While we interconnect the new main to 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 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.

ABOUT THE PROJECT

Investment:	We're investing $400,000 in your neighborhood.
What:	We're replacing 1,125 feet of aging pipe that was installed in the 19XXs with X-inch ductile iron main. We're replacing approximately 1,125 feet of aging 8-inch cast iron water main with new 8-inch ductile iron main.
Where:	Steiner Avenue from 5th Avenue Evergreen Avenue
When:	Weather permitting, our contractor, Perna Finnigan, will begin work on or about August 1 and be completed by the end of September. Final street restoration will be will be completed in the fall of 2022.
Work Hours:	7:30 a.m. to 5:00 p.m., Monday through Friday. Work on weekends and evenings is not expected unless required to maintain project schedule.
Project Contact:	Paul Morales, Operations Supervisor 732-933-5929

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.

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

NJ.SLR.5 06-2022

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

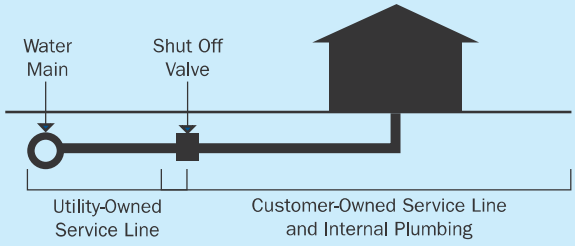
There are two components of a service line.

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.