

IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD



New Jersey American Water will be upgrading the water infrastructure in your area in the near future. While we're there, if the utility-owned or customer-owned portion of the service line (see diagram) is made of lead¹, we'll work with you to replace it. Best of all, we'll cover the costs to replace your lead service line.

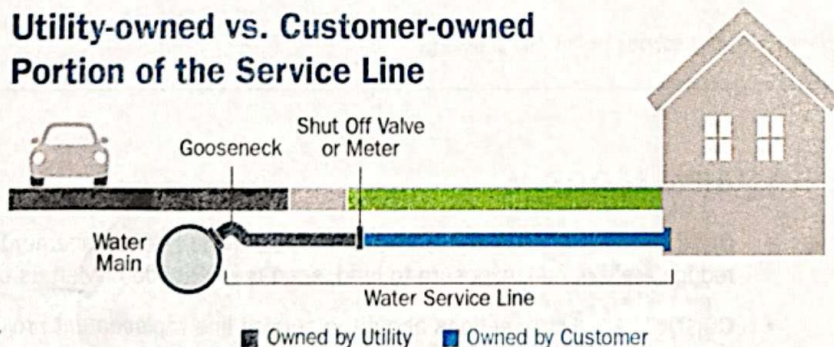
REPLACING LEAD SERVICE LINES HELPS MANAGE THE RISK OF POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER.



**NEW JERSEY
AMERICAN WATER**

WE KEEP LIFE FLOWING®

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



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

¹ In accordance with New Jersey legislation, galvanized service lines are considered lead.

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

CONTACT US

**PLEASE REVIEW THE
ENCLOSED INFORMATION**
and contact us as soon as
possible, because we need your
input on this important project
impacting your water service.

CDM Smith

CONTACT/PROJECT MANAGER

732-590-4700

PHONE

NJAWLead@cdmsmith.com

EMAIL

PLEASE ALLOW US TO REPLACE YOUR SERVICE LINE AT THIS TIME IF IT'S MADE OF LEAD¹

Here's what to expect...



CONTACT US

Please contact the project manager at the number provided on the front page. We would like to explain the process and answer your questions.



WE'LL CHECK YOUR LINE

We will check if your service line is made of lead.

For safety, this may involve us inspecting your service line where it enters your home and connects to your water meter. It also may involve obtaining a mark out of underground utilities and checking your home electrical system grounding.

In addition, we may need to dig a few small test pits over your existing service line to determine your service line material. The number and size of test pits may vary.



WE'LL LET YOU KNOW IF YOUR LINE IS LEAD

We will inform you if lead pipe is found.

And, if it is, we'll need your approval to replace it. Replacing the entire lead portion of the service line at this time can help you better manage your risk of potential exposure to lead in drinking water.



AGREE TO HAVE YOUR LEAD SERVICE LINE REPLACED

First, we'll meet with you to discuss the project specifics and how to prepare the work area.

Then, before we can proceed, the property owner must sign an online agreement to allow our contractor to work on the property.

Paper copies of the agreement are also available.



WE'LL REPLACE THE LEAD SERVICE LINE

Our contractor will install the new water service line. This generally can be done in one day.

Typically, there is up to a 4 hour interruption of water service while we perform the work. You may want to store a few gallons of water for drinking in preparation.

Any needed lawn, driveway or sidewalk restoration work may take additional days, but there's no need for you to be home while we complete the restoration.



FLUSH YOUR PLUMBING

Your household plumbing will need to be flushed to remove debris and any pipe scale that may have come loose during construction.

This step should be completed **BEFORE** you consume tap water or use hot water. This also is a good time to clean aerators.

We'll provide you with printed instructions for initial and ongoing maintenance flushing. Our contractor will coordinate with you to perform the initial flush.

It is very important to complete proper flushing following the replacement.



WE'LL COLLECT A WATER SAMPLE

When the work is completed, we will schedule a time to collect a water sample(s) after flushing.

Once available, we will inform you of the results.

HEALTH EFFECTS OF LEAD

According to the U.S. Environmental Protection Agency, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Note: We are not selling any services in this program.

LEARN MORE

- ONLINE:** To learn more about lead, our lead service line replacement program or tips on what you can do to reduce the potential exposure to lead, scan the QR code or visit us online at newjerseyamwater.com/leadfacts.
- CONTACT US:** For questions about the service line replacement project in your area, contact the project manager provided on the front page. General questions about the program can be sent to leadfree@amwater.com.
- FOR MORE INFORMATION ON DRINKING WATER IN GENERAL:** Call the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.



To learn more about lead in drinking water, scan the QR code.



FREQUENTLY ASKED QUESTIONS

WHY SHOULD I PARTICIPATE IN THIS PROGRAM?

Your decision to replace an old lead service line is an important one. In July 2021, the state of New Jersey enacted legislation for all water providers to replace utility-owned and customer-owned lead and galvanized service lines by 2031. The U.S. Centers for Disease Control (CDC) and the U.S. Environmental Protection Agency (EPA) recommend replacing the entire lead service line rather than only replacing a portion of the line. Because replacing only a portion of the lead service line can potentially increase the exposure to lead through drinking water, all lead portions of the service line should be replaced.

WHAT IS INCLUDED IN THE REPLACEMENT?

This includes replacement of any lead portions of the water service line from the water main to a valve inside your house (limited up to 5 feet inside your house). If there is no existing valve, we will install one as needed.

MY HOUSEHOLD PLUMBING IS LEAD. WILL YOU REPLACE THAT AS WELL?

No, this project will only replace lead water service lines from the water main to the first valve within your household, up to 5 feet.

WILL YOU COVER ANY COSTS IF I REPLACE MY LEAD SERVICE LINE SOONER OR LATER THAN YOUR PLANNED PROJECT?

At this time, this program is only offered while we are upgrading our water infrastructure. If you decide to replace your service line prior to or after our planned project, we can not guarantee that we could cover the costs. Customers always have the option of replacing their portion of the service line through their own contractor at their own expense, not reimbursed by the company. In these cases, it's very important for the homeowner and/or their plumber to contact us ahead of time.

DO I NEED TO BE HOME?

You will need to be home for part of the work. To remove the entire lead service line, we will need to access your existing customer-owned service line as it enters your house. You also will need to be home to flush your plumbing after the work is completed.

WILL MY WATER SERVICE BE TURNED OFF DURING THIS WORK?

A short, temporary disruption in water service may occur as we transition from the old lead service line to the new service line. We will make every effort to minimize any disruption.

WHY DO I NEED TO FLUSH MY HOUSEHOLD PLUMBING AFTER THE SERVICE LINE IS REPLACED?

Flushing of your household plumbing can remove any debris or pipe scale that may have broken loose during construction. Pipe scale may contain lead, so it is important to flush it out.

IF I CHOOSE TO PARTICIPATE, WHEN CAN YOU SCHEDULE THIS WORK?

We need to perform this work as we are upgrading the water infrastructure in your area. We will contact you to schedule a time that works best.

CAN I USE A FILTER TO REMOVE LEAD INSTEAD OF REPLACING THE LEAD SERVICE LINE?

Using filters rated to remove lead can be effective if properly maintained. Removing the entire lead service line will remove a source of lead and help reduce your potential exposure to lead in drinking water. U.S. EPA recommends using a pitcher filter for drinking water for six months after a lead service line replacement to reduce the potential exposure to lead.

STEPS YOU CAN TAKE TO REDUCE YOUR POTENTIAL EXPOSURE TO LEAD IN DRINKING WATER

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Replace any lead service lines.** If you have a lead service line, replace it.
- 2. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 3. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- 4. Routinely remove and clean all faucet aerators.**
- 5. Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- 6. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 7. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the aerator from each faucet and run the water for 3 to 5 minutes.



New Jersey American Water tests for lead — and provides additional treatment where needed — and the water we deliver to customers meets state and federal requirements.

Lead can pose a serious health risk, particularly to developing fetuses, infants and children. If lead or galvanized piping* exists in your household plumbing, take the steps needed to minimize your potential exposure.

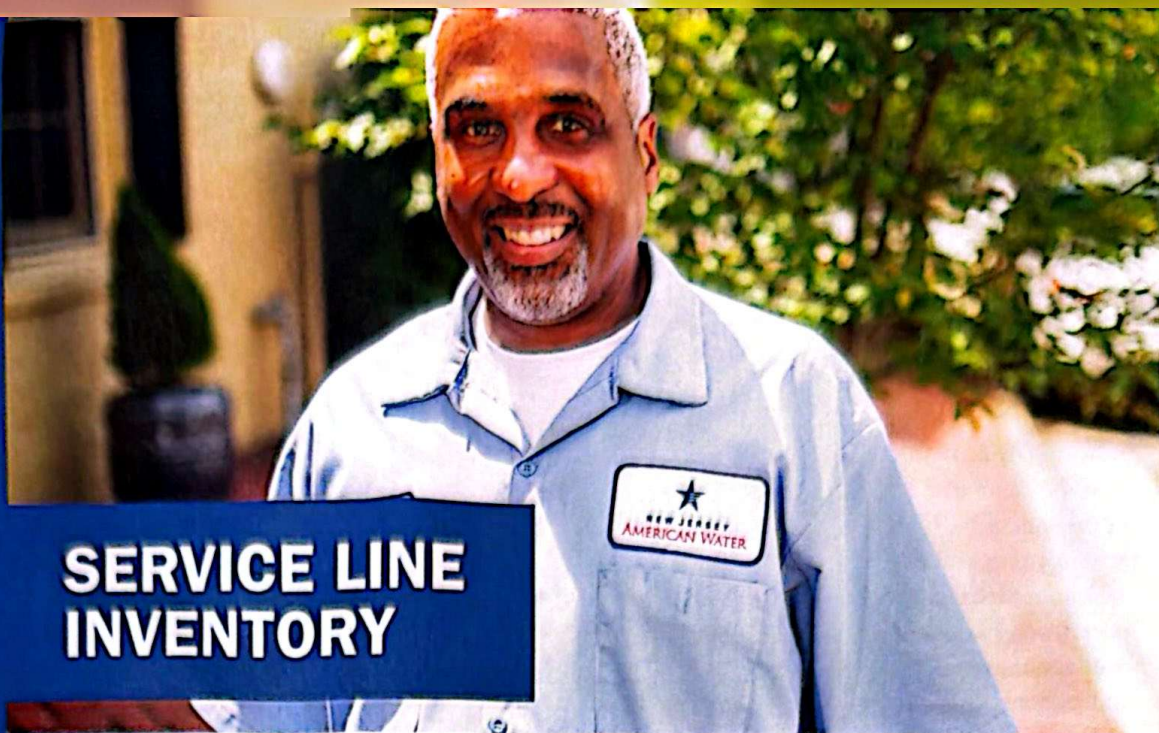
*In accordance with the recently passed legislation, galvanized service lines are considered lead.

FOR MORE INFORMATION

Check us out online:
newjerseyamwater.com/leadfacts

Contact us by email:
leadfreenj@amwater.com

For more information on drinking water standards: Contact the EPA Hotline at 1-800-426-4791



SERVICE LINE INVENTORY

We're in your neighborhood, because we would like to take a look at what the customer-owned service lines are made of in your area.

At New Jersey American Water, providing safe, reliable water service is our top priority. Each year, New Jersey American Water invests millions of dollars in upgrading our water infrastructure to support our continued provision of safe and reliable water service to you. **We are proud to let you know the water we provide to you meets state and federal water quality standards, including those set for lead.**

While the company regularly tests for lead in drinking water and works to continue to meet water quality standards, we are committed to removing lead service lines that may exist by 2031. The service line is the pipe that connects your home to the water main in the street. A portion of the service line serving your residence is owned by New Jersey American Water, while the other portion is owned by the homeowner or business owner.

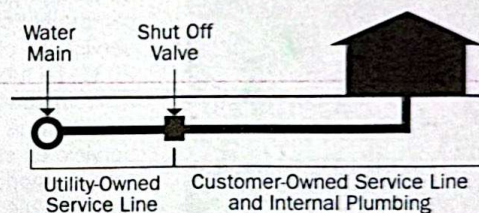
WE'D LIKE TO TAKE A LOOK AT YOUR SERVICE LINE

Based on our records, the material used for the customer-owned service line for your property is unknown.

Over the years, plumbers have used many different materials, including copper, PVC, lead, galvanized steel, and others. We'd like to take a look at your service line. In some cases, this requires us to access the home or business to inspect where the service line enters the property. In other cases, it requires us to drill test pits. Identifying where lead and galvanized service lines exist helps us to prioritize our main replacement projects and work with customers to replace their service lines when we replace the utility-owned service line.

Thank you for allowing us to perform this important work.

UTILITY-OWNED VS. CUSTOMER-OWNED PORTION OF THE SERVICE LINE



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

HELP US IDENTIFY YOUR WATER SERVICE LINE MATERIAL
Scan the QR code to self-report your service line material.





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New Jersey American Water examina la presencia de plomo y proporciona tratamiento adicional donde sea necesario, y el agua que entregamos a los clientes cumple con los requisitos estatales y federales.

El plomo puede suponer un riesgo grave para la salud, en particular para los fetos en desarrollo, los bebés y los niños. Si hay tuberías de plomo o galvanizadas* en su hogar, tome las medidas necesarias para reducir al mínimo la posible exposición.

*De acuerdo con las nuevas leyes aprobadas, las tuberías de servicio galvanizadas se consideran de plomo.

PARA MÁS INFORMACIÓN

Encuéntrenos en línea:
newjerseyamwater.com/leadfacts

Contáctenos por correo electrónico:
leadfreenj@amwater.com

Para más información sobre las normas de agua potable: Comuníquese con la línea de ayuda de la EPA al 1-800-426-4791



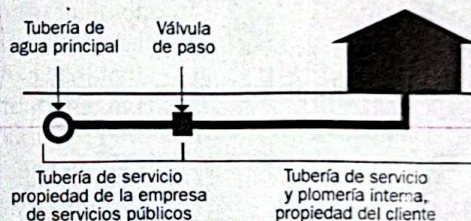
INVENTARIO DE TUBERÍA DE SERVICIO

Estamos en su vecindario porque nos gustaría revisar de qué están hechas las tuberías de servicio propiedad del cliente en su área.

En New Jersey American Water, nuestra principal prioridad es prestar un servicio de agua seguro y confiable. Cada año, New Jersey American Water invierte millones de dólares en la modernización de su infraestructura de suministro de agua, a fin de prestarle de forma continua un servicio de agua confiable y seguro. **Estamos orgullosos de comunicarle que el agua que le proveemos cumple con los estándares federales y estatales de calidad de agua, incluyendo aquellos establecidos para la detección de plomo.**

Si bien la empresa revisa regularmente las cantidades de plomo en el agua potable y trabaja para seguir cumpliendo con los estándares de calidad del agua, también estamos comprometidos con eliminar las tuberías de servicio de plomo que puedan existir antes del 2031. La tubería de servicio es aquella que conecta su vivienda con la tubería principal en la calle. Una parte de la tubería que presta el servicio en su residencia es propiedad de New Jersey American Water, mientras que la otra parte le pertenece al propietario de la residencia o negocio.

PARTE DE LA TUBERÍA QUE ES PROPIEDAD DE LOS SERVICIOS PÚBLICOS Y LA QUE ES PROPIEDAD DEL CLIENTE



Tenga en cuenta lo siguiente: este diagrama es una representación genérica. Pueden existir variantes.

NOS GUSTARÍA REVISAR SU TUBERÍA DE SERVICIO

Según nuestros registros, se desconoce el material utilizado para la tubería de servicio propiedad del cliente para su propiedad.

A lo largo de los años, los plomeros han usado diferentes materiales, incluyendo cobre, PVC, plomo, acero galvanizado y otros. Nos gustaría revisar su tubería de servicio. En algunos casos, es necesario que nos dé acceso a la residencia o negocio para inspeccionar el lugar donde la tubería de servicio ingresa a la propiedad. En otros casos, es necesario que perforemos pozos de sondeo. Identificar dónde existen tuberías de servicio de plomo y galvanizadas nos ayuda a priorizar nuestros principales proyectos de reemplazo y trabajar con los clientes para reemplazar sus tuberías de servicio cuando reemplacemos la tubería de servicio propiedad de la empresa de servicios públicos.

Gracias por permitirnos realizar esta importante obra.

AYÚDENOS A IDENTIFICAR EL MATERIAL DE SU TUBERÍA DE SERVICIO DE AGUA

Escanee el código QR para informar sobre el material de su tubería de servicio.





SORRY WE MISSED YOU!

New Jersey American Water is committed to removing all lead and galvanized water service lines by 2031, but we need your help!

New Jersey American Water is required to identify the material of utility-owned and customer-owned water service lines and make the information available online. In addition, all water providers are required to replace all lead and galvanized water service lines by 2031.

Today, our qualified consultant, CDM Smith, visited your property to verify the material of your service line as part of our Lead Service Line Replacement Program, but we missed you.

You can schedule an appointment with CDM Smith today by scanning the QR code to the right or calling 732-590-4700.



If your service line is confirmed to be lead or galvanized our team would like to work with you to replace it.

Please note: If your service line contains lead, it does not mean you cannot use water as you normally do. New Jersey American Water regularly tests for lead in drinking water and our water meets state and federal water quality regulations, including those set for lead.

Date: ____/____/20____ Time: ____ a.m. / p.m.

NJ.SLR.14 04-2024

To learn more about our Lead Service Line Replacement Program and self identify and report your service line material to us, visit www.newjerseyamwater.com/leadfacts.



NEW JERSEY
AMERICAN WATER

CDM
Smith



¡LAMENTAMOS SU AUSENCIA!

New Jersey American Water se compromete a remover todas las tuberías de servicio de agua galvanizadas y de plomo antes del año 2031, pero necesitamos su ayuda.

New Jersey American Water tiene la obligación de identificar el material de las tuberías de servicio propiedad de la empresa de servicios públicos y propiedad del cliente y poner la información a disposición en línea. Además, todos los proveedores de agua deben sustituir todas las tuberías de servicio galvanizadas y de plomo antes del año 2031.

Hoy, nuestro consultor calificado, CDM Smith, visitó su propiedad para verificar el material de su tubería de servicio como parte de nuestro Programa de reemplazo de tuberías de servicio de plomo, pero no pudimos contactarlo.

Puede programar una cita con CDM Smith hoy mismo escaneando el código QR de la derecha o llamando al 732-590-4700.



Si se confirma que su tubería de servicio es de plomo o galvanizada, a nuestro equipo le gustaría colaborar con usted para reemplazarla.

Tenga en cuenta lo siguiente: El hecho de que su tubería de servicio contenga plomo, no significa que usted no pueda utilizar el agua como lo hace normalmente. New Jersey American Water revisa regularmente las cantidades de plomo en el agua potable y nuestra agua cumple las regulaciones estatales y federales de calidad del agua, incluidas aquellas establecidas para la detección de plomo.

Para obtener más información sobre nuestro programa de reemplazo de tuberías de servicio de plomo, así como identificarse e informarnos sobre el material de su tubería de servicio, visite www.newjerseyamwater.com/leadfacts.



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