



WE'RE INVESTING IN YOUR NEIGHBORHOOD.

MAIN REPLACEMENT PROJECT TO START SOON

At Pennsylvania 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 approximately \$1.5 million in your neighborhood.
What:	We're replacing 5,600 feet of aging pipe that was installed in the 1930s with 8-inch ductile iron main.
Where:	The entire length of Osage Road
When:	Weather permitting, our contractor, Casper Colosimo & Son, Inc., will begin work on or about the 3rd week of July and be completed by the end of October. Final street restoration will be completed in the fall/spring of 2020/2021.
Work Hours:	7 a.m. to 7 p.m., Monday through Friday. Work on weekends and evenings is not expected unless required to maintain project schedule.
Project Contact:	1-800-565-7292, M-F, 7 a.m.-7p.m.

Pennsylvania American Water provides an essential service and continues to advance utility construction projects that are critical for the provision of safe, reliable water and wastewater service in coordination and compliance with all federal, state and local agencies and directives. These projects are necessary to ensure service reliability and to prevent operational emergencies.

Pennsylvania American Water employees and contractors will exercise caution and follow CDC guidance for social distancing and hygiene while performing this work. For our customers' safety and the safety of our employees, we ask that members of the public do not approach our employees or contractors. If you have a question, visit our website or call us at 1-800-565-7292.

QUESTIONS?

Call our project contact, listed at the right.

We can also be reached at our Customer Service Center: 1-800-565-7292
Hours: 7 a.m.-7 p.m.
For emergencies, we're available 24/7.

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).

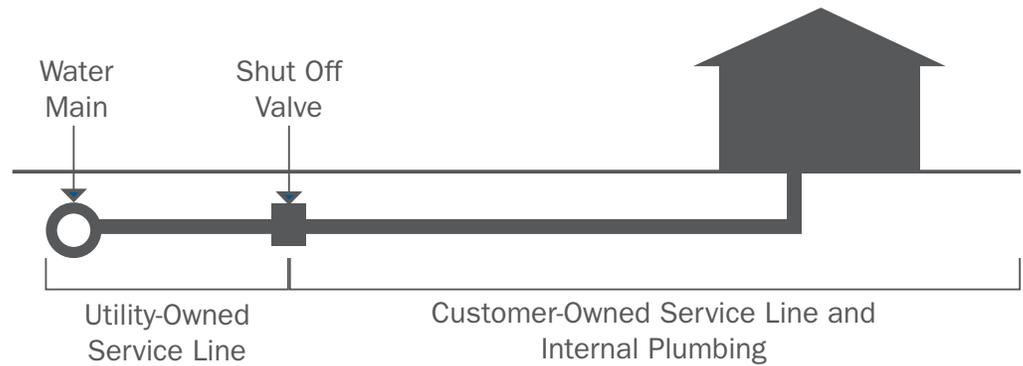
Customer-owned portion of the service line: The property owner is responsible for this portion. It extends from the company shut off valve to the inside plumbing.

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 pennsylvaniaamwater.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

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?

Pennsylvania 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) 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.*

pennsylvaniaamwater.com



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.