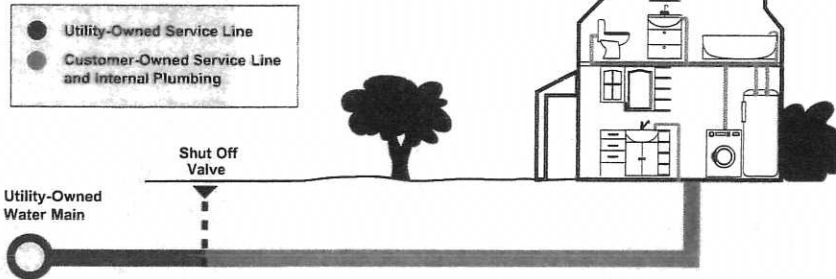


Utility-owned vs Customer-owned portion of the service line



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

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 and Accessibility

Sections of Kenilworth Blvd. and 8th St. will be closed to through traffic from 7 a.m. to 5 p.m. All traffic control will be coordinated with local police. Motorists should use caution, obey traffic signs and follow any detour routes when driving in the area.

Noise

Our contractor will take measures to minimize noise levels; however, there will be some unavoidable noise associated with this project. We appreciate your understanding of any inconvenience that this may cause.

Site Maintenance

The project site will be maintained and cleaned each day before contractors have completed work.

Important Information 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: This portion of the service line is the responsibility of the property owner. It extends from the company shut off valve to and including the inside plumbing.

IF WE ARE REPLACING 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.

Do you know what your service line is made of?

Over the years, plumbers have used many different materials, including copper, PVC, lead and others. If you have an older home, you should contact a licensed plumber to identify the material used on your property and in your home plumbing. If lead is found, you should consider replacing the portion you own to reduce your potential exposure to lead. More information about lead can be found online at newjerseyamwater.com. Under Water Quality & Stewardship, select Water Quality Reports.

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 notifications. Log on to our Web self-service portal, My H2O Online (www.amwater.com/myh2o) to make sure your contact information is up to date. While you're there, tell us how you prefer to receive your alerts and notifications: Phone; Text and Phone; and/or Email.

* Standard text, data and phone rates may apply.

