



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING®

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?

Paul Morales
Operations Supervisor
732-933-5929

**We can also be reached
at our Customer Service
Center: 1-800-272-1325**

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

WE'RE INVESTING \$950,000 IN FAIR HAVEN

Main replacement project to start soon

New Jersey American Water is preparing to replace approximately 2,310 feet of aging 2- and 6-inch cast iron and transite water main that was installed in the 1950s with new 8-inch ductile iron main along **Highland Avenue** (from Linden Drive to Hillcrest Road), **Hillcrest Road** (from Highland Avenue to Kemp Avenue), and the entire length of **Heights Terrace**. The project also includes replacing one fire hydrant and 32 utility-owned service lines along the pipeline route (see reverse for more information about service lines).

We'll also be installing meter pits at the curb area (in our right of way) of properties where none exist. After installation, all that will be visible is a 15-inch circular cover that will be flush with the ground. 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, CRJ Contracting, Inc. is scheduled to begin work on or about February 13 and expects to be completed within approximately three months. Work hours will be from 7:30 a.m. to 5 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 summer of 2023.

ACCESS TO THE METER

Once the meter pits are installed, and the entire project is complete, we'll contact you to set up an appointment to move the meter from inside the property to the meter pit. To perform this work, we'll need to gain access to the existing water meter located inside your property, so we may relocate it to the new meter pit. There is no cost to you to have this work performed. The relocation of the meter should take approximately 20–30 minutes.

HOW TO PREPARE

To prepare for the removal of the meter from inside your property, we ask that you clear the area to the water meter for safe and easy access. During the process of the meter relocation the water service will be interrupted for a few minutes.

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.

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

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

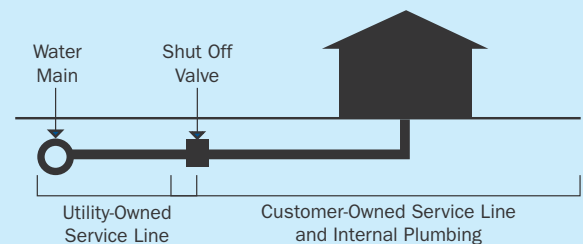
There are two components of a service line.

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.

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