



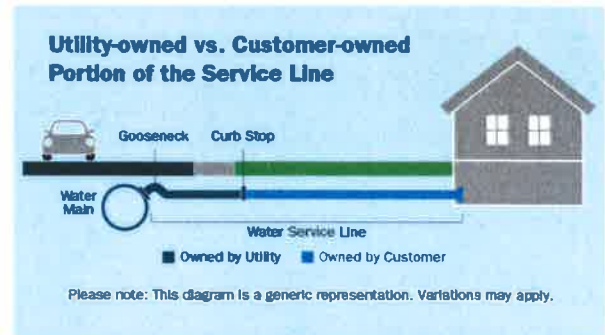
September 2024

Drinking Water Notice: Scheduled Work to Confirm Water Services of Unknown Material

Dear Valued Customer:

New Jersey American Water has scheduled construction crews to be in Raritan Borough beginning on or about September 15, 2024, so they can help us to identify service lines of unknown material. New Jersey American Water is committed to finding and replacing all water services with lead or galvanized steel piping, but to meet that goal we must identify service line material where it is unknown.

We plan to assess the service line at your property by performing a "test hole" near the water meter chamber or curb shut off in front of your home or business. This is usually located near the curb or sidewalk area. The service line is the pipe that connects your home to the water main in the street. A portion of the service line to your residence is owned by New Jersey American Water, while the other portion is owned by the homeowner. One or both portions of the service line may be exposed for inspection. **There is no direct, out of pocket cost to you at the time of the replacement.**



Our qualified contractor, **Schilke Construction Co. Inc.**, will conduct the "test hole" work on a block-by-block basis. **If it's discovered that a portion of the service line contains lead or galvanized piping, we will work with you to schedule its replacement, including the portion entering the basement or crawlspace.** Our goal is to replace 100% of all lead and galvanized service lines under this program.

To take advantage of our service line replacement program, **the property owner must sign a consent agreement** allowing our qualified contractor to complete the service line replacement work, as it requires access inside the property to complete the connection to your home's internal plumbing. Service line replacement, permit fees, and restoration associated with this work will be paid for by New Jersey American Water.

If you know the material of your service line, please scan the QR code below and self-identify using our online mapping tool. Additional information can be found online at www.newjerseyamwater.com/leadfacts. Here you will find resources, including answers to frequently asked questions. Please note our website can also be viewed in Español, and translated materials are also available.

At New Jersey American Water, providing safe, reliable water service is our top priority. Each year, we invest millions of dollars in upgrading our water infrastructure to support our continued provision of safe and reliable water service to you. In July 2021, the state of New Jersey enacted legislation for all water service providers to replace utility-owned and customer-owned lead and galvanized water service lines within 10 years. While we routinely test for lead in drinking water and work to keep lead levels below state and federally regulated levels through the use of corrosion inhibitors, **we are committed to removing lead and galvanized water service lines by 2031.**

For any questions that cannot be answered from the enclosed information or the website, please reach out to the project's manager, **Leonard Nitti**. For any water emergencies, please contact our customer service center at 1-800-272-1325.

Sincerely,

Leonard Nitti, New Jersey American Water
(856) 295-3493 leonard.g.nitti@amwater.com
Dan Ajamian Project Manager Schilke Const. Inc. (908)
872-9021 - dan@schilkeconstruction.com



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

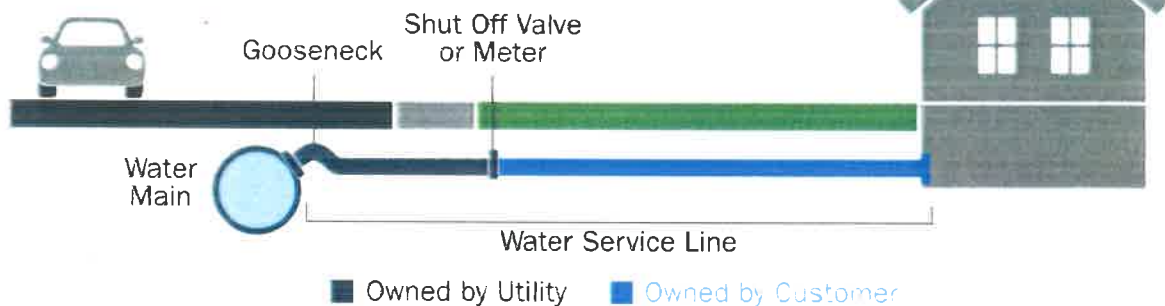
WE KEEP LIFE FLOWING®

LEAD SERVICE LINE REPLACEMENT PROGRAM

At New Jersey American Water, providing safe, reliable water service is our top priority. In July 2021, the state of New Jersey enacted legislation for all water service providers to replace utility-owned and customer-owned lead and galvanized service lines by 2031, and we're committed to meeting this goal. We are also required to share with customers the material of the utility-owned service lines and customer-owned service lines, if known. If unknown, we would like to work with you to find out what your service line is made of. If it's discovered that the portion of service line you own is made of lead or galvanized piping, we'd like 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.

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



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

LEARN MORE ONLINE

To learn more about our service line replacement program, check out our webpage by scanning the QR code or visiting us at www.newjerseyamwater.com/Leadfacts.

Here are just a few examples what you'll learn:

- Tips on how to assess and help reduce lead exposure
- Frequently asked questions related to the program
- Guide to self-identify and submit your service line material
- Additional resources and videos about lead in drinking water



IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD

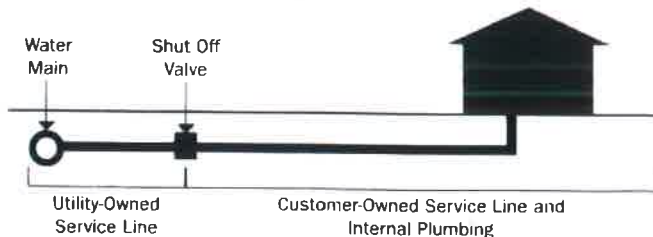


The service line is the pipe that connects your home to the water main in the street. A portion of the service line serving your residence is owned by New Jersey American Water, while the other portion is owned by the homeowner.

Based on the age of your home, the year your home's water service was first installed, as well as our records, it is possible that the portion of the water service line you own is made of lead or galvanized piping. However, many customer-owned service line materials are unknown according to our records.

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

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



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

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



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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.

Leonard Nitti - NJ American Water

NAME

(856) 295-3493

PHONE

Leonard.G.Nitti@amwater.com

EMAIL

PLEASE ALLOW US TO REPLACE YOUR SERVICE LINE AT THIS TIME IF IT'S MADE OF LEAD OR GALVANIZED PIPING

HERE'S WHAT TO EXPECT...



CALL US.

Contact us, and we will explain the process and answer your questions.

Leonard Nitti - NJ American Water Leonard.G.Nitti@amwater.com (856) 295-3493



WE'LL CHECK YOUR LINE.

Our contractor will check to see if your service line is made of lead or galvanized piping. This may involve our contractor obtaining a mark out of underground utilities and checking your home electrical system grounding. In addition, we will need to dig one to two small test pits within the right of way over the 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/GALVANIZED PIPE.

We will inform you if lead/galvanized pipe is found. And, if it is, we'll need your approval to replace it.

Replacing the entire lead/galvanized 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/GALVANIZED 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 and return a release to allow our contractor to work on your property.**



WE'LL REPLACE THE LEAD/GALVANIZED SERVICE LINE.

Our contractor will install the new water service line. This generally can be done in one day. 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. You may want to store a few gallons of water for drinking while the replacement work is being done.



WE WILL FLUSH YOUR PLUMBING.

Your household plumbing will be flushed to remove any pipe scale that may have come loose during construction. **This step will be completed BEFORE you consume tap water or use hot water.** Aerators will also be cleaned. We'll provide you with printed instructions for ongoing maintenance flushing. Our contractor will coordinate with you to perform the initial flush.



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.

LEARN MORE



ONLINE: To learn more about lead, our lead service line replacement program or for tips on what you can do to reduce the potential for lead exposure are attached scan the QR code or visit us online at newjerseyamwater.com/leadfacts.

CALL US: For questions about the service line replacement project in your area, contact the project manager at the number provided on the front page. Customers can also contact our Customer Service Center at 1-800-272-1325, M-F, 7 a.m.–7 p.m. For emergencies, we're available 24/7.

FOR MORE INFORMATION ON DRINKING WATER IN GENERAL: Call the USEPA's Safe Drinking Water Hotline at 1-800-426-4791.

FREQUENTLY ASKED QUESTIONS

WHY AM I RECEIVING THIS INFORMATION?

Based on the age of your home and the year your home's water service was first installed, as well as our records, it is possible that your water service line is made of lead or galvanized piping.

WHY SHOULD I PARTICIPATE IN THIS PROGRAM?

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/galvanized service line rather than only replacing a portion of the line. Because replacing only a portion of the lead/galvanized service line can potentially increase the exposure to lead through drinking water, all lead/galvanized portions of the service line should be replaced.

WHAT IS INCLUDED?

This includes replacement of any lead/galvanized 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. In addition, if your household electric system is grounded through your lead/galvanized service line, we will have a certified electrician check your electric system to confirm it's grounded properly.

CAN I REPLACE MY OWN SERVICE?

While New Jersey American Water will be in compliance with the required replacement of all lead/galvanized service lines within the next ten years, we understand that some customers may desire an expedited replacement for their home. 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.

HOW LONG WILL THIS TAKE?

Generally, an entire new service line can be installed in one day. Additional time may be needed if obstacles, such as other underground piping, are in the way.

DO I NEED TO BE HOME?

You will need to be home for part of the work. To remove the entire lead/galvanized 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.

HOW DO YOU INSTALL A NEW WATER SERVICE LINE?

There are several construction methods that may be considered. Our contractor will evaluate the options and provide the best available approach.

WILL MY WATER SERVICE BE TURNED OFF DURING THIS WORK?

A short, temporary disruption may occur as we transition your water service from the old lead/galvanized 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 REPLACEMENT OF THE SERVICE LINE?

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

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

Reach out to us, and we will work with you and our licensed plumbing contractor to schedule a time that works for you to have this work completed

ARE MY LOCAL OFFICIALS AWARE OF THIS WORK?

Yes. We are coordinating this work with your local municipality. They can also help direct questions to us.

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

While using filters rated to remove lead can be effective if properly maintained, removing the entire lead/galvanized service line pipe will remove a source of lead and help reduce your risk of potential exposure to lead in drinking water.

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

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

For more FAQs, please visit us online at newjerseyamwater.com/leadfacts.

ABOUT LEAD

New Jersey American Water routinely tests for lead in drinking water at our treatment facilities and at representative sites in the distribution system, and we comply with drinking water standards. For more information, visit newjerseyamwater.com. Under **Water Quality**, select **Water Quality Reports**.

WHAT STEPS CAN I TAKE TO REDUCE MY EXPOSURE TO LEAD?

1. If you have a lead/galvanized service line, replace it.
2. Flush your tap before drinking or cooking with water, if the water in the faucet has gone unused for more than six hours. The longer the water lies dormant in your household's plumbing, the more lead it might contain. Flush your tap with cold water for 30 seconds to two minutes before using.
3. Remove and clean the aerators or strainers from each faucet periodically.
4. Visit our website for more tips.
5. NSF International created a Consumer Guide to NSF Certified Lead Filtration Devices for Reduction of Lead in Drinking Water. Visit www.nsf.org/info/leadfiltrationguide for more information.



New Jersey American Water
120 Raider Boulevard
Hillsborough, NJ 08844
amwater.com

July 2024

Consumer Owned Water Service Test Hole Results

Dear Valued Customer:

The New Jersey Board of Public Utilities has required all water purveyors in the State of New Jersey to keep records on both company and consumer owned water service laterals. **Company** owned service laterals are owned and maintained by NJAW, and run from the water main in the street to just behind the curb line to a shut off valve or meter chamber. **Consumer** owned laterals run from the curb line shut off into the interior of the building and connect to the building's interior plumbing.

A test hole was recently performed on your consumer owned water service lateral. This is the pipe that runs from the curb to your home or business.

The type of pipe was found to be one of the following:

- Galvanized Pipe
- Steel Pipe
- Lead Pipe

Lead, steel and galvanized piping are eligible for full replacement at no cost to the building owner under our Lead/ Galvanized Consumer Owned Pipe Replacement Program.

To take advantage of our water service line replacement program the property owner must sign a consent agreement allowing our excavation and plumbing



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120 Raider Boulevard
Hillsborough, NJ 08844
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contractor to complete the service line replacement work. If you wish to have your Lead/ Galvanized water service line replaced, please complete the attached **Lead / Galvanized Water Service Line Consent Form** and return it at your earliest convenience. If you do not wish have your consumer line replaced at this time, please return the second page of the document so our records can be updated accordingly.

Sincerely,

New Jersey American Water

LEAD/GALVANIZED WATER SERVICE LINE REPLACEMENT



The Customer elects for the Company to replace the Customer's lead/galvanized water service line.

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants New Jersey-American Water Company, Inc. (the "Company") and to its approved contractors and/or subcontractors a license to enter upon the Customer's property at the address shown below ("Property") for the purpose of replacing the Customer's lead or galvanized water connecting line , at no cost to the Customer.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

The Customer represents that the Customer is/are the sole owner(s) of the Property at the address shown above and has/have sole authority to agree to this License.

The term of this license shall be through June 2031 or transfer of the Property from the undersigned Customer from the date set forth below. In the event the water connecting line material is determined to be any material other than lead or galvanized steel, this agreement shall terminate immediately and the water connecting line will not be replaced by the Company.

Following confirmation that the water connecting line material is lead or galvanized, the Company or its approved contractors and/or subcontractors will replace the Customer's connecting line from the curb stop or meter pit (as applicable) to the Customer's residence. The Customer connecting line is currently and will continue to be owned and maintained by the Customer.

CUSTOMER ACKNOWLEDGES THAT IF ANY UPGRADES TO THE CUSTOMER'S INTERNAL PLUMBING ARE REQUIRED, IT WILL BE AT THE SOLE COST OF THE CUSTOMER. THIS INCLUDES, BUT IS NOT LIMITED TO, ANY REQUIREMENT BY A GOVERNMENTAL ENTITY TO MEET APPLICABLE PLUMBING CODE(S).

Upon completion of the work necessary to complete the connecting line replacement, the Company will restore the Customer's Property as nearly as practicable to its former condition. The Company warrants the workmanship of its installation of the Customer connecting line for a period of 12 months following the date set forth below, with the Company's liability limited to the cost of repairing or replacing the Customer service line.

THE CUSTOMER ACKNOWLEDGES THAT THE CUSTOMER HAS RECEIVED THE "IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD" AND "LEAD" INFORMATION SHEETS PROVIDED BY THE COMPANY.

IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER CONNECTING LINE AT THE COMPANY'S COST AND THE COMPANY'S AGREEMENT TO PROVIDE A 12-MONTH LIMITED WORKMANSHIP WARRANTY, THE CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE COMPANY AND/OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER CONNECTING LINE.



For reference only, please scan QR code to sign digitally.

REEMPLAZO DE LA TUBERÍA DE PLOMO O GALVANIZADA DE SERVICIO DE AGUA



El cliente acepta que la compañía reemplace la tubería de plomo o galvanizada de servicio de agua del cliente.

El/los cliente(s) que suscribe(n), cuyo(s) nombre(s) aparece(n) en la sección de firmas al final de esta página (el “Cliente”) le otorga(n) a New Jersey-American Water Company, Inc. (la “Compañía”) y a sus contratistas y subcontratistas aprobados un permiso para ingresar a la propiedad del Cliente, en la dirección que figura a continuación (la “Propiedad”), con el fin de sustituir la tubería de servicio de agua de plomo o galvanizada del Cliente, sin costo alguno.

DIRECCIÓN DE LA PROPIEDAD: _____ Ciudad _____ Estado _____ Código postal _____

El/los Cliente(s) declara(n) que es/son el/los único(s) propietario(s) de la propiedad en la dirección indicada anteriormente y que tiene(n) plena autoridad para conceder este permiso.

La duración de esta licencia es hasta junio del 2031 o hasta que se transfiera la propiedad del Cliente abajo firmante a partir de la fecha establecida a continuación. En el caso de que se determine que el material de la tubería de conexión de agua es de cualquier otro material que no sea plomo o acero galvanizado, este acuerdo terminará inmediatamente y la tubería de conexión de agua no será reemplazada por la Compañía.

Tras la confirmación de que el material de la tubería de conexión de agua es de plomo o galvanizado, la Compañía o sus contratistas y/o subcontratistas autorizados sustituirán la tubería de conexión del Cliente desde el tope de la acera o la arqueta del medidor (según proceda) hasta la residencia del Cliente. La tubería de conexión del Cliente actualmente es propiedad de este, continuará siéndolo y realizará su mantenimiento.

EL CLIENTE RECONOCE QUE SI SE REQUIERE CUALQUIER MEJORA EN LAS TUBERÍAS INTERNAS DEL CLIENTE, ESTAS SE REALIZARÁN POR CUENTA DEL CLIENTE. ESTO INCLUYE, A MERO TÍTULO ENUNCIATIVO, CUALQUIER REQUERIMIENTO DE UNA ENTIDAD GUBERNAMENTAL DE CUMPLIR CON LOS CÓDIGOS DE PLOMERÍA VIGENTES.

Una vez terminadas las tareas necesarias para completar la sustitución de la tubería de conexión, la Compañía restaurará la propiedad del Cliente lo más cercano posible a su estado original. La Compañía garantiza el trabajo de instalación de la tubería de conexión del Cliente por un período de 12 meses luego de la fecha que se indica a continuación, y la responsabilidad de la Compañía se limita al costo de reparación o reemplazo de la tubería de servicio del Cliente.

EL CLIENTE RECONOCE QUE HA RECIBIDO EL “AVISO IMPORTANTE ACERCA DEL SERVICIO DE AGUA Y EL PLOMO” Y LAS HOJAS INFORMATIVAS SOBRE EL “PLOMO” PROPORCIONADAS POR LA COMPAÑÍA.

COMO CONTRAPRESTACIÓN POR REALIZAR EL TRABAJO DE INSTALACIÓN DE LA TUBERÍA DE CONEXIÓN DEL CLIENTE (CUYOS GASTOS CORREN POR CUENTA DE LA COMPAÑÍA) Y EL COMPROMISO DE LA COMPAÑÍA DE PROPORCIONAR UNA GARANTÍA LIMITADA DE 12 MESES POR EL TRABAJO REALIZADO, EL CLIENTE ACEPTA MANTENER INDEMNEMENTO A LA COMPAÑÍA Y SUS ASOCIADOS Y AGENTES DE TODO RECLAMO, RESPONSABILIDAD Y COSTO (“RECLAMOS”) QUE SURJAN DE LOS ACTOS U OMISIONES DE LA COMPAÑÍA Y DE SUS SUBCONTRATISTAS APROBADOS DURANTE LA INSTALACIÓN DE LA TUBERÍA DE CONEXIÓN DEL CLIENTE.



Para su referencia, escanee el código QR para firmar digitalmente. La versión en Español está disponible en la parte superior, haga click en “idioma predeterminado” y seleccione español.

LEAD/GALVANIZED WATER SERVICE LINE REPLACEMENT



The Customer does NOT elect for the Company to replace Customer's lead/galvanized water connecting line.

Customer Acknowledgement

The undersigned customer(s), whose name(s) appear(s) in the signature block shown below (the "Customer"), who receives water service provided by New Jersey-American Water Company, Inc. (the "Company") to the residence at the Property address listed below, acknowledges that the Customer has been informed by the Company that the Customer-owned water connecting line is made of lead or galvanized piping. The Customer acknowledges that it elects not to permit the Company to replace the Customer-owned water connecting line. The Customer acknowledges that it has received and read the "Important Notice About Your Water Service and Lead," "Lead," and "Flushing After Partial Replacement" information sheets provided by the Company.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____



For reference only, please scan QR code to sign digitally.

REEMPLAZO DE LA TUBERÍA DE PLOMO O GALVANIZADA DE SERVICIO DE AGUA



El Cliente NO acepta que la Compañía reemplace la tubería de plomo/galvanizada del servicio de agua del Cliente.

Acuse de recibo del cliente

El/los cliente(s) que suscribe(n), cuyo(s) nombre(s) aparece(n) en la sección de firmas a continuación (el "Cliente"), que recibe(n) el servicio de agua proporcionado por la Compañía en la residencia ubicada en la dirección establecida más abajo, reconoce(n) que el Cliente ha sido notificado por la Compañía del hecho de que la tubería de servicio de agua del Cliente es de plomo o galvanizada. El Cliente reconoce que no le permite a la Compañía reemplazar la tubería del servicio de agua del Cliente. El Cliente reconoce que ha recibido y leído el "Aviso importante acerca del servicio de agua y el plomo" y las hojas informativas sobre "Plomo" y "Purga posterior a un reemplazo parcial" proporcionadas por la Compañía.

DIRECCIÓN DE LA PROPIEDAD: _____ Ciudad _____ Estado _____ Código postal _____



Para su referencia, escanee el código QR para firmar digitalmente. La versión en Español está disponible en la parte superior, haga click en "idioma predeterminado" y seleccione español.