

WE ARE INVESTED IN NORTH PLAINFIELD

Pipe Cleaning and Lining Improves Water Quality and Fire Flows



NEW JERSEY
AMERICAN WATER

New Jersey American Water is dedicated to delivering innovative and environmentally-friendly solutions to improve water quality throughout our system. This requires continually investing in our distribution system.

One of these distribution system improvements is scheduled to take place in your area. We wanted to take this opportunity to provide you with additional information on this much-needed and innovative project.

About Pipe Cleaning and Lining

Between the months of April and July, New Jersey American Water's contractor will be cleaning and lining water a main on your street. Cleaning and lining is the process of removing sediment from inside a water main, then lining the inner surface of the main with cement. This procedure

significantly improves the reliability of water service, water quality and fire flows in the area. As part of the project, we will also be replacing fire hydrants, valves and any service lines from the main to the curb box that are made of galvanized iron pipe. We appreciate your patience and understanding while we work to complete this very important project. Be assured that our contractor will work quickly and diligently to minimize inconvenience to you.

Work Hours

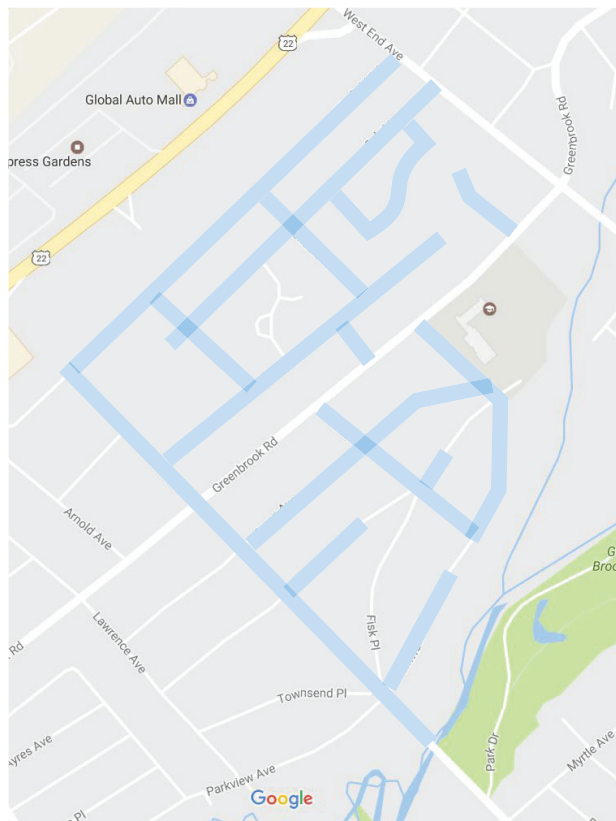
Work hours will generally be from 8:00 a.m.–4:30 p.m., Monday through Friday. Work on Saturdays may be required to maintain project schedule. Night and Sunday work would be limited to emergency work only.

Noise

Our contractor will work to minimize noise levels; however, as with any construction project, there will be some unavoidable noise associated with this project. We do apologize in advance for any inconvenience that this may cause.

Restoration of Roads, Sidewalks, Curbs & Grass Areas

Temporary restoration work will be completed as the project progresses. Weather permitting, final restoration work will be completed



within approximately 90 days of completing the project to allow the soil to sufficiently settle. Any lawn restoration will be completed after permanent paving is finished. **PLEASE NOTE:** Based on when the project is completed, permanent restoration work may be delayed during winter months (from December through April) depending on local and state rules and regulations related to paving. When this occurs, we will complete the restoration work the following spring.

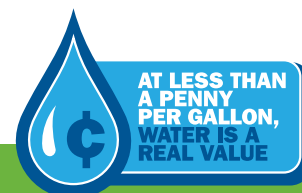
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QUESTIONS?

Contact New Jersey American Water Construction Inspector
Brendan Devlin
908-239-0631

Customer Service Center
1-800-272-1325
Hours: M-F, 7 a.m. to 7 p.m.
For emergencies:
We're available 24/7

www.newjerseyamwater.com



Frequently Asked Q and A

How do you clean and line pipes?

To complete the work, the water main is shut down. Workers insert a device through the main that removes any deposits that have built up over time. A thin layer of cement or 3M™ Scotchkote™ is then applied to the inside surface of the pipe. After the cement lining dries, the water main is disinfected and returned to service.

To maintain service during the project, a temporary water line is installed above ground bypassing the section of the water main that is being worked on. Above ground service lines will also be installed to connect your property to the temporary water line. These temporary service lines will be in place for approximately four to six weeks until the cleaning and lining work is completed. Please refer to the diagram on the back for typical ways we connect properties to the water line. We will provide you with more specific information closer to when this work will occur. All work will be completed in accordance with the Safe Drinking Water Standards.

Will my water service be interrupted?

Water service will be interrupted when the service line and meter pit is installed, and briefly when connection to the temporary bypass is made, and once again at the end of the project when your service is reconnected to the newly cleaned and lined pipe. New Jersey American Water will make every effort to minimize any service interruptions.

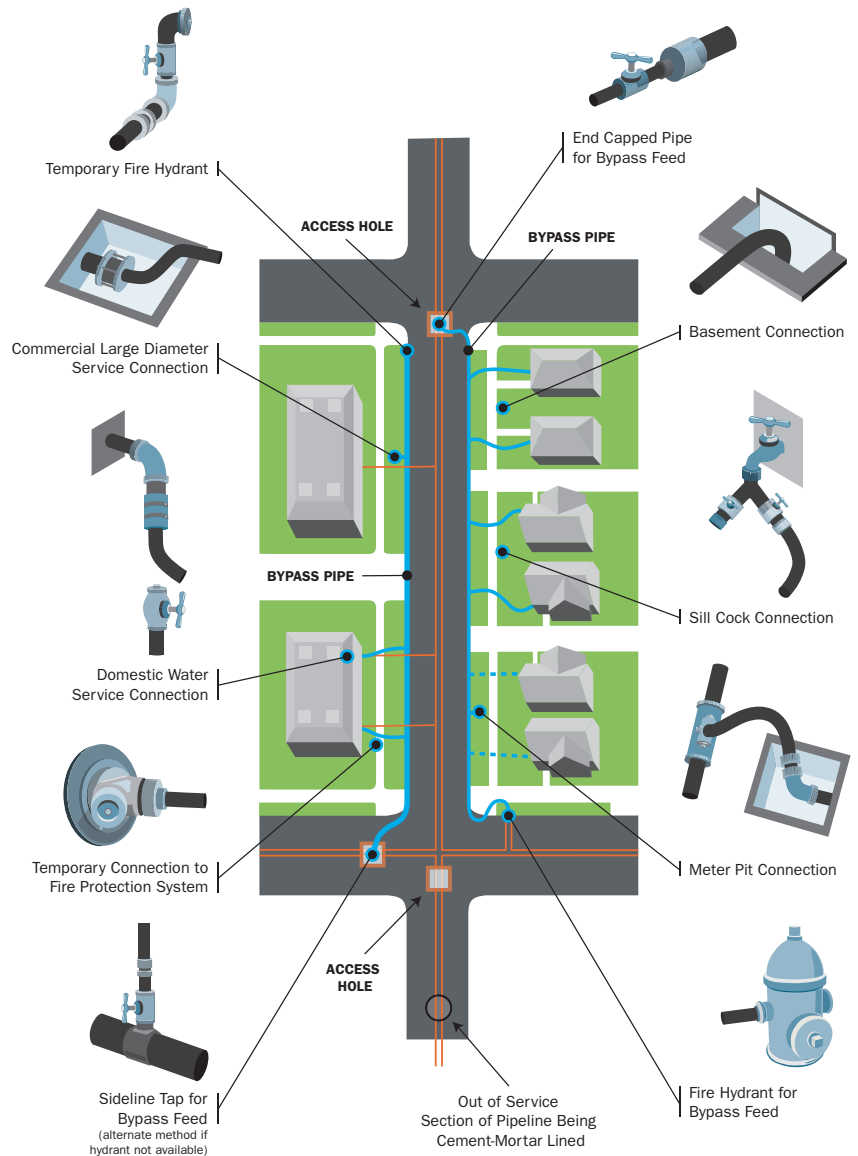
Do the above-ground water lines cause water quality issues?

No. We disinfect all temporary service lines, prior to placing them into service. You may notice that because the bypass hose is above ground, high temperatures can heat up the water. There is no health risk associated with drinking the warm water. To ensure that you have plenty of cold water to drink when the weather is hot, one helpful tip is to keep a pitcher of water in your refrigerator.

What are the benefits of this process?

Pipe cleaning and lining restores water mains, increases the flow of water and improves fire protection. The procedure

Typical Ways Customers are Connected to the Temporary Water Line



Please note: This graphic is intended to generically show types of temporary connections. Site-specific installations may vary.

extends the life of the main and eliminates sediment buildup inside the main, which could cause discolored water.

Cleaning and lining also offers an environmentally-friendly solution for water main rehabilitation projects. Using this method, we do not have to excavate a trench the entire length of the pipeline being cleaned. Instead, excavation is limited to each end of

the pipeline, and where the temporary service lines are connected. In addition, cleaning and lining uses less materials and resources.