

INVESTING IN MENDHAM

Pipe Cleaning and Relining Improves Water Quality and Fire Flows

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 September, New Jersey American Water's contractor will be cleaning and lining water mains in your community. 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 7 a.m. to 5 p.m., Monday through Friday. Night work will 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.

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 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 six to eight 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.

Please note: during the weeks that you are connected to the temporary bypass line, the water you use will not be recorded through our meter. Because of this, you will not be billed for water you use on those days. Other service fees will still apply.

Will my water service be interrupted?

Water service may be interrupted briefly while 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.



FOR MORE INFORMATION

Customer
Service Center
1-800-652-6987

About New Jersey American Water: New Jersey American Water, a wholly owned subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.5 million people. Founded in 1886, American Water is the largest investor-owned U.S. water and wastewater utility company. With headquarters in Voorhees, NJ, the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 16 million people in 35 states, as well as Ontario and Manitoba, Canada. More information can be found by visiting www.newjerseyamwater.com.

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.

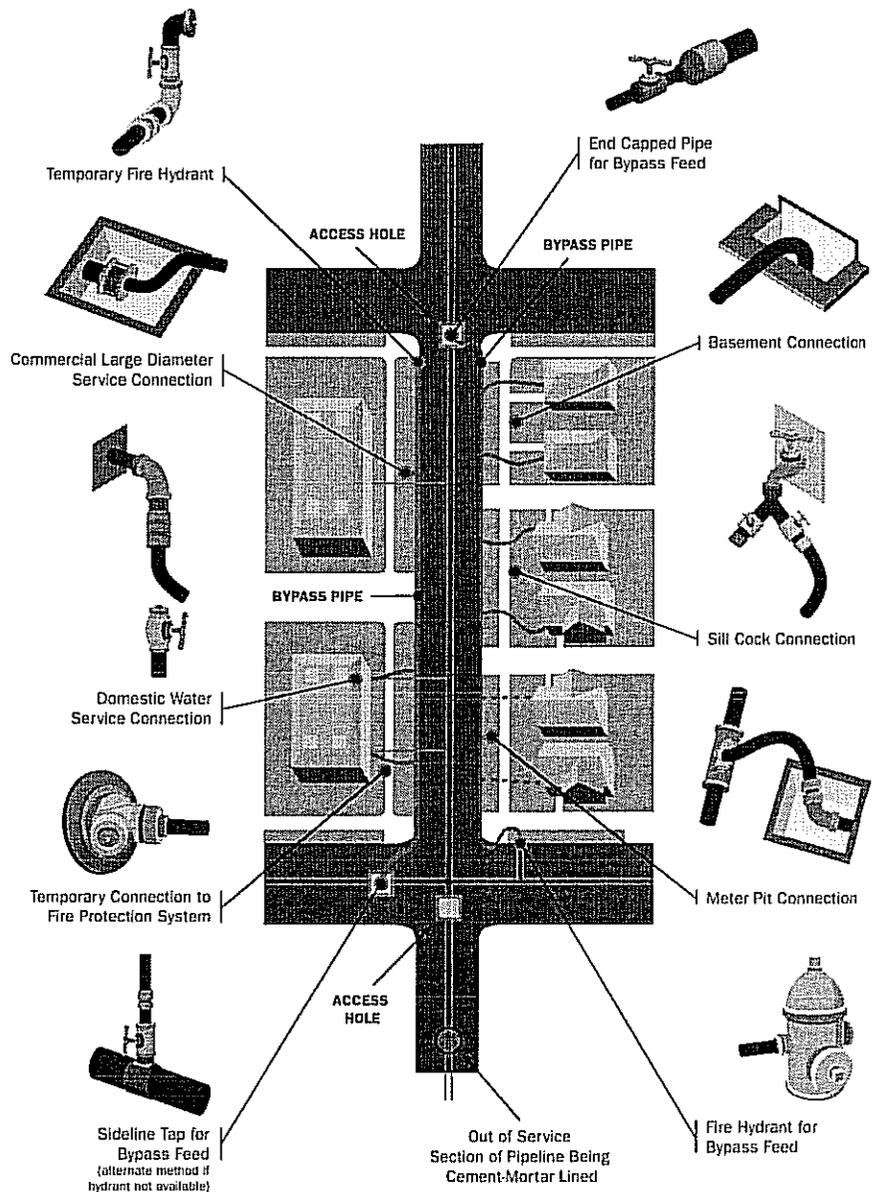
What are the benefits of this process?

Pipe cleaning and lining restores water mains, increases the flow of water and improves fire protection. The procedure 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 line is connected. In addition, cleaning and lining uses less materials and resources.

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.