



WE ARE INVESTING \$2.5 MILLION IN NORRISTOWN

Main Replacement Project to Start Soon

Pennsylvania American Water is preparing to replace 10,000 feet of aging water main with eight-inch main along Arch Street, West Spruce Street, Hamilton Street, Fornance Street and New Hope Street. The existing pipe, which dates as far back as the 1920s, has reached the end of its useful life and will be replaced with new pipe. The project also includes installing sixteen new fire hydrants and replacing one hundred seventy eight utility-owned service lines along the pipeline route (see reverse for more information about service lines). These improvements should enhance water service reliability and water flows for household consumption and firefighting.

Project Start/End and Work Hours

Pennsylvania American Water's contractor, Caddick Utilities, will begin July 11, 2016. Work hours will be from 7:00 a.m. - 3:30 p.m., Monday through Friday. Work on Sundays and evenings is not expected unless required to maintain project schedule. Weather permitting, the project will be completed by the end of September. Final paving and restoration is expected to be completed in Fall 2016.

Project Overview

- Install, disinfect, test and place new main into service
- Replace utility-owned service lines and transfer customers to the new main (we'll notify you if the service line serving your property is replaced and provide you with flushing instructions)
- Perform final paving and restoration of concrete, driveway, grass and landscaping

Service Impacts/Disruptions: What to Expect

While we interconnect the new main to distribution system: Customers may experience a temporary service interruption while this work is performed. We'll notify you at least 24 hours in advance. Customers may also experience a slight discoloration of water while the new main is placed into service. If this happens, run the water until it is clear.

Once the new main is installed:

We'll return to connect customers to the new main. This may involve replacing the utility-owned service lines, which is the portion of pipe that extends from the company's main in the street to the company shut off valve (generally located near the curb).

If we're replacing the utility-owned service line at your property: Typically, there is a 30- to 60-minute interruption of service while the contractor connects the new service line. **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 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.

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.

The project represents a critical investment for the company in support of our commitment to provide customers with safe, reliable water service.

FOR MORE INFORMATION

Your safety, as well as the safety of your neighbors and our workers is important to us! Should you have any questions or concerns about this project, please contact:

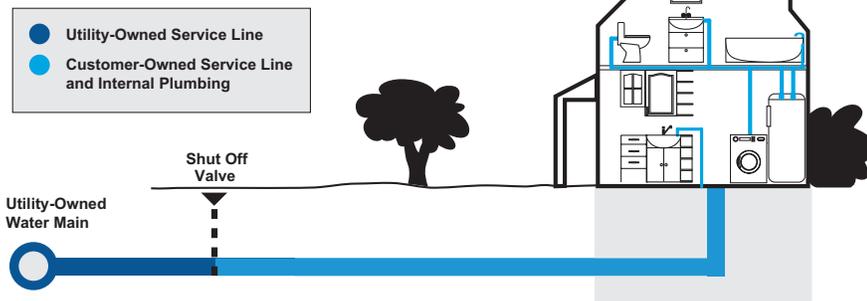
Barry Holzhauser
Operations Specialist
610-292-3569

We can also be reached at our Customer Service Center at
1-800-565-7292
Hours: 7 a.m.-7 p.m.
For emergencies:
We're available 24/7

05-2016



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



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

Traffic and Accessibility

For the public's and workers' safety, traffic restrictions and/or alternating traffic patterns are likely to occur during work hours. Pennsylvania American Water's inspector, along with the contractor's personnel, will provide a minimum of 24-hour's notice prior to any parking and/or driveway use restrictions.

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.

How should we reach you in an emergency?

Pennsylvania 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.



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 pennsylvaniaamwater.com. Under Water Quality & Stewardship, select Water Quality Reports.

