



WE ARE INVESTING \$200,000 IN ALEXANDRIA

Main Replacement Project to Start Soon

Virginia American Water is preparing to replace 420 feet of aging 6-inch main along North Fayette Street (from Cameron Street to Queen Street). The existing pipe has reached the end of its useful life and will be replaced with new pipe. The project also includes replacing utility-owned service lines along the pipeline route (see reverse for more information about service lines). These improvements will enhance water service reliability and water flows for household consumption and fire protection.

Project Timeline and Work Hours

Virginia American Water's contractor, Utilities Unlimited, LLC, will begin work the week of April 24, 2017. Work hours will be from 7 a.m.–6 p.m., Monday–Friday. Work on weekends and evenings is not expected unless required to maintain the project schedule. Weather permitting, the project will be completed in three months.

Project Overview

This project will be completed in four steps:

- New water main will be installed in the street.
- New utility-owned service lines will be installed, connecting customers to the new main. If customer flushing is required, instructions will be provided.
- The old water main will be abandoned in place. Service may be temporarily disrupted while this work is performed. We will notify impacted customers in advance.
- Street paving will be conducted and concrete, driveway, grass or landscape restoration will be performed.

Service Impacts/Disruptions— What to Expect

While we connect the new main to the distribution system: Customers may experience a temporary service interruption. This work typically lasts one hour. While the new main is placed into service, customers may experience a slight discoloration of water. If this happens, run the water until it is clear.

Once the new main is installed:

Customers will be connected 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) or meter pit.

If the utility-owned service line serving your property needs replacing: There is typically a 2- to 3-hour interruption of service while the new service line is connected. **Customers will be notified on the day the service line is replaced with instructions on how to flush 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 and 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:

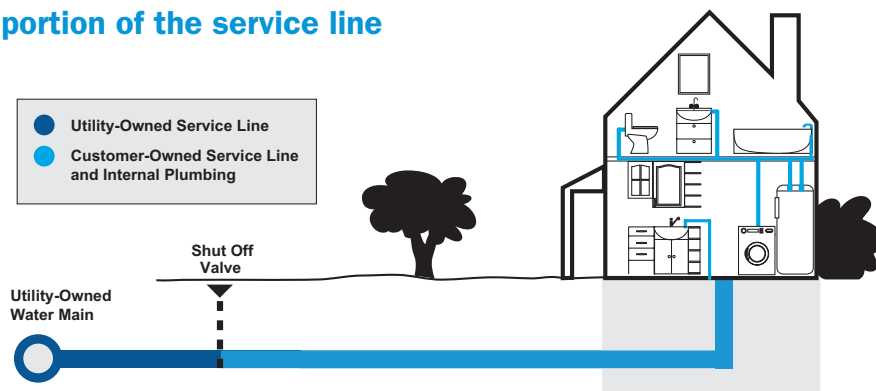
Hao Chen
Virginia American Water
703-706-3889
Hao.Chen@amwater.com

Frankie Rodriguez
Utilities Unlimited
703-296-8096

We can also be reached at our Customer Service Center at
1-800-452-6863
Hours: 7 a.m. to 7 p.m.
For emergencies:
We're available 24/7

04-2017

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



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

Traffic and Accessibility

At least one traffic lane will remain open. Residents will have access along the street at all times.

Noise

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

Site Maintenance

The project site will be maintained and cleaned each day before contractors have completed work.

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 or meter pit).

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 www.virginiaamwater.com. Under Water Quality, select Water Quality Reports.

How should we reach you in an emergency?

Virginia 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 online self-service portal, My Account, (www.amwater.com/myaccount) 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.

