

BEFORE THE
STATE OF NEW JERSEY
BOARD OF PUBLIC UTILITIES

IN THE MATTER OF THE PETITION OF
NEW JERSEY-AMERICAN WATER COMPANY, INC.
FOR APPROVAL OF INCREASED TARIFF RATES
AND CHARGES FOR WATER AND WASTEWATER SERVICE, AND
OTHER TARIFF MODIFICATIONS

BPU Docket No. WR1912_____

Direct Testimony of
DONALD C. SHIELDS

Exhibit P-5

**New Jersey-American Water Company, Inc.
Direct Testimony of Donald C. Shields**

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1 **1. Q. Please state your name and business address.**

2 A. My name is Donald C. Shields, and my current business address is 1 Water Street,
3 Camden, New Jersey 08102.

4 **2. Q. By whom are you employed and in what capacity?**

5 A. I am employed by American Water Works Service Company, Inc. (“Service
6 Company”) as Vice President of Engineering for the Eastern Division.

7 **3. Q. What are your responsibilities in this position?**

8 A. My present responsibilities include providing oversight, expertise and consultation
9 for capital improvement projects in all Eastern Division states of American Water
10 (Maryland, New Jersey, New York and Virginia).

11 **4. Q. Please describe your educational background and business experience.**

12 A. Please refer to Appendix A for a summary of my educational background and
13 business experience.

14 **5. Q. Have you previously testified in regulatory proceedings?**

15 A. Yes. I have previously testified on behalf of New Jersey-American Water
16 Company, Inc. (“NJAWC” or the “Company”) in the Company’s base rate case
17 applications in BPU Docket Nos. WR15010035 and WR17090985. In addition, I
18 have previously testified on behalf of Applied Wastewater Management, Inc. in its
19 base rate case applications in BPU Docket Nos. WR08080550 and WR03030222.

NEW JERSEY-AMERICAN WATER COMPANY, INC.**6. Q. What is the purpose of your testimony in this proceeding?**

A. The purpose of my testimony is to address the recovery of capital expenditures incurred since the Company's last base rate case. Specifically, I will provide a summary of the Company's capital investment program including the capital expenditures through Test Year end and the six months post-Test Year ending December 31, 2020. I will highlight significant capital projects for each period. I will also present the Company's proposal for the replacement of customer-owned lead service lines, describe the Company's plan for the engineered coating of steel structures, and discuss the customer benefits resulting from the Company's acquisition of the Roxbury Water System. Finally, I describe some of the risks associated with: (1) maintaining safe and adequate water quantity and water quality and complying with applicable drinking water and environmental regulations associated with owning and operating facilities for supplying water to the public; (2) complying with all of the environmental regulations that apply to owning and operating facilities for furnishing sewer service to the public; and (3) the challenges increased climate variability creates for water and sewer utilities. Ms. Bulkley's direct testimony discusses why investors' perceptions of such risks should be considered in establishing a reasonable rate of return on equity for the Company in this case.

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1 **7. Q. Do you sponsor any schedules as part of your direct testimony?**

2 A. Yes. I am sponsoring the following Schedules supporting the Company's capital
3 expenditures utilized in rate base. The Schedules were prepared by me or under
4 my supervision and direction:

- 5 • Schedule DCS-1 Test Year Plant Additions; and
- 6 • Schedule DCS-2 Post-Test Year Plant Additions.

7 Schedules DCS-1 and DSC-2 will be updated over the course of the proceeding to
8 include actual data for the full twelve-month Test Year period ending June 30,
9 2020.

10 **I. NEW JERSEY-AMERICAN WATER'S CAPITAL INVESTMENT**
11 **PROGRAM**

12 **8. Q. Please explain the Company's capital investment planning and governance**
13 **process.**

14 A. The Company uses a standardized Capital Investment Management ("CIM")
15 process to manage all of its capital investments. NJAWC conducts comprehensive
16 planning studies ("CPS") to assess and make project recommendations for its
17 capital assets and evaluates capital needs on an ongoing basis to assess any changed
18 circumstances and ensure that appropriate projects are being prioritized. Capital
19 investment programs and projects are prioritized within an overall strategic
20 planning process, utilizing drivers associated with various asset investment
21 strategies (such as safety, regulatory compliance, capacity, customer satisfaction,
22 etc.) to formulate the Strategic Capital Expenditure Plan ("SCEP") which largely
23 supports the Company's capital construction plan.

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1 Detailed design engineering is conducted, and implementation plans are developed
2 for investment projects contained within the SCEP. Main replacement projects are
3 prioritized annually on a state-wide basis. Numerous factors are considered when
4 determining funding allocations for infrastructure investment, such as financial
5 impacts to customers (rate impact), current and future service needs, assessments
6 of the physical condition of existing plant, economic and risk factors, performance
7 characteristics, regulatory compliance, and the potential to coordinate with
8 municipalities and other utilities in joint improvement projects. The CIM
9 governance process provides for formal approvals and consistent controls that
10 optimize the effectiveness of asset investment. Strategic project planning,
11 budgeting and ongoing reviews ensure that NJAWC is able to manage a wide
12 variety of projects within the overall cost of its plant construction budget.

13 **9. Q. Please describe the CPS process and project prioritization activities in more**
14 **detail.**

15 A. The CPS process includes a thorough evaluation of customer rates, demand
16 projections, regulatory requirements, asset service reliability and quality,
17 infrastructure condition, asset impacts on safety and efficiency, public fire
18 protection, and environmental sustainability. The CPS identifies, assesses and
19 provides project recommendations for the Company's capital assets on a multi-year
20 planning horizon and includes a thorough planning level evaluation of each
21 component of utility infrastructure. The Company also undertakes separate studies
22 or evaluations for specific capital projects that emerge between each CPS. Capital

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1 investment projects are identified and are prioritized using asset investment strategy
2 considerations of safety, regulatory compliance, capacity and growth, infrastructure
3 renewal, efficiency, resiliency, reliability, and quality of service. Each CPS and any
4 additional prioritization of identified capital investment projects are key inputs to
5 the Company's capital investment plan. Because of the specific nature of the large
6 asset class of distribution system mains, the Company completes a separate distinct
7 evaluation for identifying capital investment priorities in the distribution system.
8 This evaluation is a detailed prioritization modeling of the distribution system
9 piping that, as further described below, assesses service risks associated with
10 pipeline failure risks for all the Company's approximately 9,200 miles of mains.

11 **10. Q. Please describe the distribution system prioritization modeling in more detail.**

12 A. As discussed in the Company's Distribution System Improvement Charge
13 ("DSIC") Foundational Filings, most recently NJBPU Docket No. WR17111183,
14 the Company implemented a GIS-based prioritization model using GIS software
15 and prioritization modeling software for identifying and prioritizing pipeline
16 replacement investments across its pipelines. The model prioritizes pipe
17 replacements through identification of service risks associated with pipe failure.
18 Pipe failure risks are identified through pipe failure history, pipe material type, the
19 decade pipe was installed, and pipe diameter. Pipe failure history is a significant
20 input into the main replacement prioritization model. These pipe failures are
21 identified during the Company's unscheduled main replacement projects and are
22 also identified during pipeline repair work. Pipe failure data are collected and

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1 tracked in the Company's GIS system. Consequences of pipe failures which
2 includes customer impacts, are also an input to the prioritization model. Pipe
3 failures not only impact individual customers but can also cause consequences that
4 are major in nature to businesses, hospitals, governmental buildings and the ability
5 to provide fire service.

6 **11. Q. How does the Company develop and update its capital investment plan?**

7 A. Prioritized investment projects are profiled in the capital investment plan to address
8 priorities in each CPS in an appropriate time frame. For example, infrastructure
9 capacity expansion investment projects are scheduled based on demand projections.
10 Capital investment projects to meet environmental or water quality regulations are
11 scheduled for completion before compliance deadlines to allow adequate time for
12 testing and operational performance monitoring of the new facility or assets to
13 ensure compliance. This process ensures the facility operates successfully through
14 varying operating conditions. Rehabilitation projects for service reliability are
15 scheduled with consideration of existing asset characteristics, and risks and impacts
16 of failure on service reliability and quality. The Company's main replacement
17 program is generally planned and managed through the DSIC program, with the
18 exception of any emergency replacement and repair projects.

19 **12. Q. Please describe the general project categories in the Company's capital**
20 **investment plan.**

21 A. The Company's capital investment plan can be divided into two distinct areas:
22 recurring projects ("RP") and investment projects ("IP"). RPs are designated as

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1 such because they are capital projects that the Company undertakes on a frequent
2 and regular basis, require less long-term financial and capital planning than an IP,
3 and can be performed with the Company's current workforce or existing
4 contractors. IPs on the other hand, are typically projects that require a more
5 significant amount of planning and capital resources. Whether RPs or IPs, all
6 aspects of the Company's capital program are essential to continuing to provide
7 safe, reliable and adequate service to NJAWC's customers and support the long-
8 term viability and resiliency of the Company's water and wastewater systems.

9 **13. Q. Please describe the RPs that are included within the Company's capital**
10 **investment plan.**

11 A. NJAWC's RPs include main projects generally 12 inch and smaller, reinforcement
12 and replacement of service line and meter setting installations, meter purchases,
13 projects to replace and maintain treatment equipment, vehicle replacements and to
14 a lesser extent the purchase of tools, furniture and equipment. The Company's RP
15 investments approximate \$180 million per year.

16 **14. Q. Are RP projects a critical component of the Company's SCEP?**

17 A. Absolutely. RPs are critical to both the Company and customers as these
18 investments support the backbone of NJAWC's water system by increasing its
19 resiliency and reliability. In the aggregate, these projects qualify as major in nature
20 and consequence. As we have seen far too often, water systems that do not employ
21 a program that addresses investments in RPs will fall into disrepair and lose its
22 ability to properly serve its customer in a safe and reliable manner.

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1 **15. Q. Please describe how RPs are included within the Company's capital**
2 **investment plan.**

3 A. Recurring construction project costs for the various line items are trended from
4 historical and forecasted data, with specific project details accounted for where
5 available; main replacements are planned in accordance with the company's project
6 prioritization plan as described herein. Estimates are prepared for the installation
7 of new mains and service lines, meter settings, and the purchase of new meters
8 based on preliminary plats from the appropriate governmental planning agencies
9 and consultations with developers, homebuilders and engineering firms. The
10 criteria for evaluating the priority of the recurring projects are: engineering
11 requirements; consideration of national, state and local trends; environmental
12 impact evaluations; and water resource management. NJAWC engineering criteria
13 are based on accepted engineering standards and are developed from regulations,
14 professional standards and NJAWC engineering policies and procedures. The
15 engineering criteria ensures that NJAWC will have a water system that will
16 continue to provide adequate capacity and appropriate levels of reliability to satisfy
17 residential, commercial, industrial, and public authority needs, and provide flows
18 for fire protection.

19 **16. Q. Please describe how IPs are included within the Company's capital investment**
20 **plan.**

21 A. IPs represent investments made to meet environmental or water quality regulations,
22 infrastructure capacity expansion or rehabilitation or replacement of aging

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1 facilities. These projects allow the Company to meet the service demands of the
2 community, ensure regulatory compliance and reduce asset failure.

3 The determination to include an IP within the capital investment plan begins with
4 the development of the anticipated demand projections of the system, the
5 identification of improvements needed to meet those demands and the adoption of
6 strategies designed to bring about the correct prioritization and distribution of
7 capital spending for the various requirements of the business. Specific capital
8 planning requirements are addressed in both the short term (one year) and the longer
9 term (five years). Projects are prioritized using objective criteria that validate the
10 need for a project and assess the risk of not doing the project. A key aspect of this
11 planning technique is that it is flexible and can be adjusted as needed to address
12 new priorities, such as unplanned equipment failures, large or sudden growth of a
13 service area and new regulatory requirements.

14 **17. Q. Does NJAWC focus on control of capital expenditure costs in its normal day-**
15 **to-day activities?**

16 A. Yes. All significant construction work performed by independent contractors and
17 some significant purchases are completed pursuant to a bid solicitation process.
18 NJAWC maintains a list of qualified bidders, and Service Company annually takes
19 competitive bids for materials and supplies, such as pipe, valves, fittings, meters,
20 chemicals and other commodity items that are either manufactured or distributed
21 regionally and nationally through its centralized procurement group. NJAWC has
22 the advantage of being able to purchase these materials and supplies on an as-

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1 needed basis at favorable prices. In the past ten years, Service Company also has
2 undertaken procurement initiatives for services and materials to reduce costs
3 through either streamlined selection or utilization of large volume purchasing
4 power. Among the initiatives that have directly impacted capital expenditures are
5 the use of master services agreements with pre-qualified engineering consultants,
6 national vehicle fleet procurement, and national preferred vendor identification.

7 **18. Q. How does NJAWC manage implementation of its capital investment plan?**

8 A. The capital investment management process provides for formal approvals and
9 consistent controls that optimize the effectiveness of asset investment and ensures
10 that capital investment meets the Company's strategic goals. The process includes
11 a regional Capital Investment Management Committee ("CIMC") to ensure capital
12 expenditure plans meet the strategic goals of the business, which includes
13 introducing new technologies that result in efficiencies. In turn, this ensures that
14 capital expenditure plans are integrated with operating expense plans and provides
15 more effective controls on budgets and individual capital projects.

16 The CIMC includes NJAWC's President, Vice President of Operations, Vice
17 President of Engineering, and Chief Financial Officer. The CIMC meets monthly
18 to review capital expenditures compared to budgeted levels and provides oversight
19 on IPs. The process includes five stages of project review: 1) a Preliminary Need
20 Identification defining the project at an early stage; 2) a Project Implementation
21 Proposal that confirms all aspects of the project are in a position to begin work; 3)
22 Project Change Requests, if needed (if the cost changes more than 5% or \$100,000);

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1 4) a Post Project Review; and 5) Asset Management. NJAWC handles each stage,
2 with oversight by the CIMC. All projects, including RPs, have an identified project
3 manager responsible for managing the stages of the project and oversight of the
4 project spending. The focus of the CIMC allows NJAWC to be more flexible with
5 changes that inevitably occur during the course of implementing large construction
6 projects.

7 As an added level of coordination, the Capital Program Manager holds quarterly
8 meetings with the appropriate distribution and operations supervisors, water quality
9 managers and project managers to discuss ongoing projects and emerging trends.
10 The purpose of these discussions is to review projects that are moving forward to
11 the next step of approval, or that require a change. This allows the project manager
12 and operational area supervisors to communicate monthly about the project and
13 helps coordinate projects from initial development through in-service.

14 The CIMC meetings help NJAWC deliver its capital plan on schedule and within
15 budget.

16 **19. Q. Please describe the Company's recent performance with respect to its capital**
17 **investment plan.**

18 A. NJAWC has delivered its capital investment plan within 0.85% of the budget
19 cumulatively over the past six years. Capital investment budgets, actual capital
20 investment deliveries, and variances to budgets by year are shown in the table
21 below:

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NJAWC Net Capital Investment Budget vs Actual Capex for YEAR through YEAR				
Year	Budget	Actual	Variance	
	\$	\$	\$	%
2014	247,832,059	246,994,871	(837,188)	-0.34%
2015	303,543,205	309,887,997	6,344,792	2.09%
2016	310,129,159	312,717,235	2,588,076	0.83%
2017	395,807,573	396,832,035	1,024,462	0.26%
2018	343,331,837	347,782,915	4,451,078	1.30%
Cumulative	1,600,643,833	1,614,215,053	13,571,220	0.85%

1

2 **20. Q. Please describe some key achievements realized by the capital investment**
3 **program at the Company.**

4 A. There are several key areas that NJAWC has addressed with its capital investment
5 program. First, with regard to the DSIC program, over 20 percent of NJAWC's
6 water pipe is more than 75 years old and nearing the end of its useful life. Largely
7 attributable to the DSIC program, we've made significant improvement. Just four
8 years ago, approximately 40 percent of the pipe was 70 years or older. In that same
9 period, pipe that is more than 100 years old decreased from 20 percent to 5 percent.
10 Since NJAWC implemented the DSIC program in 2012, the Company has:

- 11 • replaced over 535 miles of main, 72,000 service lines, 12,000 hydrants and
12 15,000 valves;
- 13 • lowered its water main replacement rate from over 500 years to below 130
14 years—within the New Jersey Water Quality Accountability Act requirement
15 of 150 years.

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- 1 • invested a total of \$710 million in DSIC-eligible system improvement projects
2 to replace or rehabilitate aging infrastructure—that’s over \$100 million
3 annually since inception of the program.

4 DSIC is a proven regulatory tool that allows for modest surcharges outside of the
5 general rate proceeding for rehabilitating and replacing aging infrastructure, while
6 maintaining BPU oversight.

7 **II. DESCRIPTION OF PLANT ADDITIONS**

8 **21. Q. How much capital investment is the Company seeking to recover in this case?**

9 A. Through the Test Year period, the Company has invested or plans to invest over
10 \$785 million through June 30, 2020 in its water and wastewater facilities and we
11 expect to add an additional \$222 million in capital by December 31, 2020. Of that
12 amount, \$349 million is or will be recovered through the DSIC. In total, the
13 Company will have invested approximately \$1.008 billion in capital improvements
14 since the end of the test year in the Company’s last rate case.

15 **22. Q. Please describe some of the key objectives related to the Company’s**
16 **investments and how they benefit customers.**

17 A. The Company’s investments since the last rate case address key issues for our
18 customers, including improving asset resiliency, managing source of supply and
19 system demands, renewing aging assets, increasing operational efficiency and
20 maintaining regulatory compliance. The projects the Company undertakes are
21 designed to achieve multiple goals and are essential for the Company to continue
22 to provide safe, adequate and reliable service to our customers in a manner that is

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1 in the long-term interest of our customers. For example, many of these projects in
2 Schedules DCS-1 and DCS-2 are described below and include improved resiliency
3 and reliability at treatment plants, as well as in the distribution system, managing
4 source of supply both from a treatment and capacity perspective, improved pump
5 efficiency, treatment changes to maintain regulatory compliance and so on.
6 Additional examples include technology investments that include upgrades and
7 enhancements to our foundational technology, as well as new technology that
8 integrates with existing systems that the Company has leveraged to enhance its
9 service to customers; upgrading Supervisory Control and Data Acquisition
10 (“SCADA”)/Automation and Control (“A&C”) to replace aging controls and
11 communication equipment that allow for remote operation of critical facilities such
12 as well stations and boosters;¹ and re-chlorination stations and tank mixing
13 upgrades at remote storage tank facilities that help maintain reliable disinfectant
14 residuals in remote areas of the system which in turn protects customers and helps
15 maintain regulatory compliance. In each instance, these projects support the
16 Company’s continued provision of safe, adequate and reliable service to customers.

17 **23. Q. Please describe the capital expenditures through Test-Year end as detailed**
18 **further in Schedule DCS-1.**

19 A. Schedule DCS-1 provides a summary of the Test Year capital expenditures for the
20 twelve month period ending June 30, 2020. It includes five months of actual capital
21 expenditure data for the period July 1, 2019 through November 30, 2019 and seven

¹ Operators can view and control systems remotely during storm or other emergency events in real time, ensuring that our customers remain supplied with water during such situations.

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1 months of projected capital expenditure data for the period December 1, 2019
2 through June 30, 2020. As shown on Schedule DCS-1, the total projected plant
3 expenditures including the DSIC spend for the Test Year period are approximately
4 \$378.6 million. As the Test Year is fully realized, NJAWC will supplement the
5 projected data with actual data through June 30, 2020 in the Company's 9 and 3
6 and 12 and 0 updates to be submitted in this case.

7 **24. Q. Please describe some of the investments included in DCS-1.**

8 **A. New Jersey, Raritan Millstone Emergency Power Improvement Project**
9 **(\$15M).** As the largest water system in central NJ, serving over 1 million people,
10 the reliability of the Raritan Millstone Water Treatment Plant ("RMWTP") is
11 paramount. This project will improve plant reliability and safety through a number
12 of facility enhancements. One key component of this project is the replacement of
13 an aged, inefficient 10-MegaWatt (MW) emergency power generation system. The
14 existing 10MW diesel powered gas turbine ran at a less than ideal speed, which
15 caused a higher fuel burn rate as compared to newer diesel engine generators, and
16 experienced maintenance issues. It was also oversized compared to the current
17 standby power requirement of between 6MW and 7 MW at the peak production
18 capacity. In addition, it takes somewhere between 45 to 60 minutes for full power
19 transfer to the standby system as there is no auto transfer. Aside from the turbine,
20 several smaller generators need to be operated to power SCADA controls and
21 lighting essential to the operation. The project includes construction of a centralized
22 system of three smaller power generating units with automatic transfer capability

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1 that provides more efficient, reliable power generation and requires less frequent
2 maintenance, thus adding significantly to the reliability of the RMWTP. The project
3 also includes connecting the present fuel storage system to the new generators,
4 which will provide additional fuel storage during power, fuel or flood emergency
5 events. Relocation of the existing storage building, which was required in order to
6 proceed with the generator replacement project, has freed up space for both the new
7 generators and new switchgear enabling a more robust connection with the
8 incoming utility power. The new storage building fulfills the current storage
9 requirements and provides a safer space for storage of equipment and materials.
10 The project also includes a plant-wide power coordination study that addresses arc-
11 flash safety related issues by incorporating the plant electrical upgrades performed
12 to date.

13 **60-in Prestressed Concrete Cylinder Pipe (PCCP) Mitigation-Kenneth Av,**
14 **South Plainfield (\$11.2M).** Much like the reliability required at the RMWTP,
15 transmission main reliability is of utmost importance to deliver safe adequate and
16 reliable service to customers. NJAWC owns and operates a 60” diameter PCCP
17 water transmission main located in South Plainfield, New Jersey. The water main
18 represents a critical asset in NJAWC operations in Middlesex and surrounding
19 counties. Installed in 1971 and manufactured by Interpace Corporation, this pipe is
20 known to be susceptible to prestressing wire corrosion and subsequent failure and,
21 in fact, had experienced several failures in its history, which drove the Company to
22 proactively inspect the pipeline in order to accurately assess its current condition

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1 and mitigate future failures. A portion of the pipeline was inspected in 2014, which
2 identified damaged pipes that were repaired by NJAWC in 2015. In addition, a
3 larger section of the water main was evaluated as part of the New Jersey American
4 Water PCCP Condition Assessment Program in 2015. As a result of the assessment
5 work, NJAWC performed a detailed feasibility study that recommended in-situ
6 structural lining as the most effective alternative with the least disruption to both
7 customers and environmental features along the project route. The project consists
8 of rehabilitation of approximately 3,450 linear feet (“LF”) of the water main
9 between Beatrice Place and Metuchen Road using a carbon fiber reinforced liner.
10 Liner installation will require complete shutdown of the main necessitating
11 significant coordination with other systems as well as the replacement of existing
12 valves and the installation of new isolation valves.

13 **Raritan Millstone Water Treatment Plant: Recycle Pumping Station**
14 **Improvements (\$5.9M).** This project was developed from the 2017 Raritan CPS
15 in order to maintain compliance with the Filter Backwash Recycling Rule
16 (“FBRR”) as required under the Safe Drinking Water Act. The project addresses
17 replacement of aging assets, poor pump inefficiencies, and severe corrosion of
18 pumps and electrical equipment.

19 **New Jersey, Vincentown Supply Reliability (\$5.8M).** Safe, resilient and adequate
20 supply of groundwater is critical for remote small systems such as the Vincentown
21 system. The Vincentown System’s supply is delivered from two wells screened in
22 the Mt Laurel – Wenonah aquifer, Well No. 1 and Well No. 2. The well supplies

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1 are routed to an old masonry building that also houses electrical switchgear,
2 SCADA controls, and chemical treatment (sodium hypochlorite, zinc
3 orthophosphate). The Vincentown Well Station building (circa 1904) is located
4 near the edge of a drop-off to a creek below. Erosion of the embankment had
5 gradually led to settling of the building. Although additional structural support was
6 recently added to reinforce the building to reduce the risk of immediate failure,
7 additional erosion of the embankment could lead to failure of the building, loss of
8 the treatment process, and loss of the only supply station for the Vincentown
9 System. Therefore, it was critical to move forward with a full well and station
10 replacement in the vicinity of the existing station. This project is planned for
11 completion in May of 2020.

12 **New Jersey, Diamond Hill Booster Upgrades (\$5.4M)**. Maintaining safe, reliable
13 service and minimizing any potential disruption to customers from breaks and leaks
14 is of primary importance for the Company. The Diamond Hill Booster Station
15 facility pumps water from NJAWC's Raritan System Plainfield-Union (274 HGL)
16 gradient to the Baltusrol (617 HGL) gradient at flow rates ranging from 4 – 11
17 MGD. Pressure surges have been reported to occur at this station during power
18 failures. These pressure surges can put additional stress on transmission and
19 distribution piping which can lead to excessive, transient pressures that can result
20 in main breaks and leakage. Therefore, it was critical to address these issues with
21 improvements to the electrical and mechanical equipment.

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1 The improvements include the replacement of aging pumping and electrical
2 equipment, installation of new equipment to facilitate inter-gradient flow and
3 pressure control, and mitigation of pressure transient impacts. This project also
4 addresses aging critical infrastructure, reliability and resiliency.

5 **New Jersey, Chestnut Street Lift Station Improvements (\$4.3M)**. Maintaining
6 proper flows in wastewater collection systems is a critical component of our sewer
7 system operations. Inadequate main size along with insufficient pumping capacities
8 at pump stations can result in sanitary sewer overflows from manholes or pump
9 stations that put customers and the local environment at risk. The Chestnut Street
10 Lift Station (“CSLF”), located in Lakewood, NJ is a wet well type pump station
11 with two submersible pumps. The station currently receives wastewater from the
12 southern end of the Lakewood Service Area, pumps the flow to the sewer main on
13 Route 9 which then flows to the OCUA interceptor by gravity. The capacity of the
14 existing lift station is limited due to insufficient wet well size, groundwater
15 intrusion, and frequent occurrences of high flows. As a result, the station and
16 upstream gravity mains often experience backups especially during high flow
17 events. In addition, the on-going and projected growth and developments in this
18 area would require the lift station to be upgraded and expanded to accommodate
19 the projected flow.

20 In order to maintain adequate flows and protect both customers and the local
21 environment from the risk of sanitary sewer overflows, the Chestnut Lift Pump

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1 Station was relocated to a nearby parcel, with the associated feed sewer and force
2 main relocated as well.

New Jersey, Somers Point - South Linwood Station-Well Improvements

3 **(\$4.1M)** Several Company studies indicated a deficit of 1.42 million gallons per
4 day (“MGD”) for the Atlantic County Systems, with the greatest local source deficit
5 in the southern part of the Atlantic County system in the Somers Point area.
6 Currently, due to high levels of iron, manganese and sodium, South Linwood Well
7 No. 7 is used infrequently (last on, first off). Another nearby source, Groveland
8 Avenue Well No. 9, has been out of service for many years due to poor water quality
9 including the presence of radionuclides. The Company study recommended
10 construction of an 800-foot sand aquifer well and treatment facility in southern
11 Atlantic County.
12

13 The work on this project includes constructing a new 800-foot sand aquifer well
14 and treatment facilities with a design capacity of 1,000 gallons per minute (“GPM”)
15 at South Linwood Station, retire Groveland Avenue Well No. 9 and demolish and
16 retire the English Creek 0.2 million gallons elevated storage tank (note that the
17 English Creek Tank Demolition work was completed under a separate project).
18 English Creek Well No. 15 will remain available as an emergency source of supply.

New Jersey, Atlantic County Ocean City 52nd Street Well – Phase 2 (\$4M).

19 This project addresses several issues, but the primary intent of this project is to
20 increase the allocation of Well 18 from 500 GPM to 1,200 GPM by transferring the
21 allocation of Well 8 (11th Street) to Well 18 (52nd Street). This increase will result
22

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1 in increased reliable supply from a central location in Ocean City and requires
2 upgrading of the existing Well 18 site, including a new well station building, piping,
3 and upgraded chemical feed systems. Upon completion of the new well, Well 8,
4 and its associated storage reservoir, will be decommissioned and demolished. This
5 project is needed due to deterioration of Well 8, the need for NJAWC to modernize
6 its facilities (Well 8 was drilled in 1937 and the Well 18 chemical building was
7 constructed in the 1960s), and to maintain the present allocation granted by New
8 Jersey Department of Environmental Protection (“NJDEP”). Well 8 is also in close
9 proximity to a volatile organic compounds (“VOC”) contaminated site, therefore
10 the transfer of allocation from Well 8 to Well 18 will prevent any potential
11 contamination from the known VOC site.

12 **New Jersey, Raritan East: 2018 Garwood Cleaning & Lining (\$3.5M).** The
13 Company continually looks to improve distribution system performance with
14 innovative rehabilitation techniques; minimizing leaks and breaks so that customers
15 have adequate flows and pressures is a key performance goal for the Company. This
16 project consisted of cleaning and lining approximately 16,100 LF of 6" cast iron
17 pipe (“CIP”), which was installed about 80 years ago, with 3M Skotchkote 2400
18 polyurea, a semi-structural material. Along with the lining of the pipe, the Company
19 replaced 20 fire hydrants and 10 gate valves. The cleaning and lining of these cast
20 iron mains will significantly improve the fire flows and water quality in the area.
21 The newly cleaned and lined pipes will provide over 50 years of additional service
22 life on the mains. With the replacement of the valves and hydrants, it will provide

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1 fully functional isolation valves and hydrants improving system reliability. All
2 customers received a new 1" service line and meter chamber, which will help
3 expedite meter reading and/or meter replacement/service in the future. (Note that
4 this project was included in the Company's November 2019 DSIC Semi-annual
5 filing.

6 **25. Q. Please summarize the Post-Test Year capital expenditures for which NJAWC**
7 **is seeking rate relief in this proceeding.**

8 A. As shown on Schedule DCS-2, NJAWC is seeking to include in rate base all capital
9 expenditures in the post-Test Year period that are known and measurable, and
10 consistent with Board precedent, including *In Re Elizabethtown Water Company*,
11 BPU Docket No. WR8504330 (May 23, 1985).² NJAWC considers its proposed
12 post-Test Year capital expenditures "prudent and major in nature and
13 consequence," and therefore, they should be included in rate base for cost recovery.
14 In this filing, I am sponsoring post-Test Year adjustments based on a projection of
15 capital expenditures to be made by the Company during the six-month period July
16 1, 2020 through December 31, 2020. These expenditures total approximately \$222
17 million, summarized in Schedule DCS-2.

18 **26. Q. Please describe some of the investments included in Schedule DCS-2.**

19 A. **New Jersey, Coastal North, Swimming River Water Treatment Plant**
20 **Clearwell & Water Booster Project (\$27.7M)**. This project is designed to address

² Unlike prior rate cases, the Company is not limiting post-test year capital additions to only include large IP projects. In this application all IP projects are included in addition to RP projects.

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1 three key areas for NJAWC and its customers: 1) maintaining regulatory
2 compliance for chlorine contact time (protecting public health) 2) retiring and
3 replacing vulnerable and critical aging assets and 3) improving system resiliency
4 and reliability.

5 The SRWTP has a reliable capacity of 32.5 MGD and can produce up to 39 MGD
6 on a maximum day. Newman Springs Pumping Station (NSPS), which is an offsite
7 facility, receives water by gravity from the SRWTP. The 36-inch diameter pipeline
8 that supplies the NSPS from the SRWTP is significantly aged (near 100 years) and
9 is vulnerable to failure which would have a significant adverse effect on the service
10 area. In addition, in 2012, NJAWC implemented chloramination at the SRWTP in
11 order to satisfy the new Stage 2 Disinfectants and Disinfection By-Products Rule
12 and contact time calculated based on the use of chloramines is not adequate in
13 providing the remaining disinfection log credit required, specifically during the
14 colder months.

15 Finally, in the event of a power outage, the SRWTP is equipped with several
16 sources of standby power that combine to allow the plant to continue to operate.
17 Three diesel generators provide standby power for the raw water pump station, the
18 purification units, and the chemical facilities, while the two diesel engines, direct-
19 drive pumps serve the high service pumps. The three diesel generators have enough
20 capacity to allow the water plant to treat up to 36 MGD of finished water as shown
21 in the table below. However, the two high service pumps equipped with diesel
22 engine drives have a combined capacity of only 10 MGD.

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1 Moreover, the NSPS gravity main is old and in poor condition; It is supported on
2 piles for approximately 10,000 feet in a difficult-to-access area, regarded as a
3 vulnerable asset that needs to be replaced.

4 This project includes the following:

- 5 • Construction of an additional 1 million-gallon clearwell to replace the lost
6 capacity from the Newman Springs gravity pipeline. This additional
7 clearwell, in series with the existing clearwell, will also provide the required
8 chemical disinfectant contact time at the future build out of 42 MGD.
- 9 • Construction of a new pumping station, hydraulically connected to the sump
10 of the existing high service pump wet-well, to house three 6 MGD pumps that
11 discharge to the Middletown gradient. This will allow NJAWC to retire the
12 gravity main to the NSPS.
- 13 • Installation of altitude valves to allow flow from the Middletown Gradient
14 into the NSPS storage.
- 15 • Replacement of all the sources of standby power at the water plant (with the
16 exception of the raw water pump station generator) with a single 2.5 megawatt
17 (“MW”) generator in order to provide for maximum day capacity.

18 **New Jersey, Coastal North Howell to Lakewood Transmission Main Phase 2**
19 **(\$24.1M).** NJAWC’s Oak Glen Water Treatment Plant (“WTP”) supplies water for
20 domestic use to Howell, Lakewood, and other parts of Monmouth and Ocean
21 Counties. The Oak Glen WTP expansion was necessary not only to meet increasing
22 customer demands but also to develop an overall reliable water supply system that

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1 has appropriate levels of redundancy and resiliency built in to reduce the likelihood
2 and impacts of service interruptions that could potentially result from issues ranging
3 from routine tasks such as system operation and maintenance to unexpected issues
4 such as the failure of aging infrastructure and natural disasters.

5 The Howell to Lakewood Transmission Main Project is necessary to convey
6 additional water from the Oak Glen Water WTP located in Howell Township to
7 Lakewood Township to meet the projected increased demands in the Lakewood
8 Gradient. This segment completes over 11,000 LF of 36” and 24” main, stream
9 crossings, valves, hydrants, restoration and paving and will allow for over 6 MGD
10 of additional flow to serve the Howell Lakewood service area.

11 **New Jersey, Raritan System, Raritan Millstone Filters 1-30 Improvements –**
12 **phase 1 (\$16.7M).** The RMWTP is NJAWC’s largest water supply and treatment
13 facility in the state. It has a capacity of 150 MGD and treats water from the
14 confluence of the Raritan and Millstone rivers. The facility has been expanded
15 several times since its original construction in 1929. Since the RMWTP has recently
16 been placed in the Bin 2 classification of the EPA’s Long Term 2 (“LT2”)
17 Enhanced Surface Water Rule regulations, the proposed improvements are
18 anticipated to contribute towards meeting the LT2 requirements.

19 This current project has the following overall objectives:

- 20 • Improve the reliability and efficiency of the filters and appurtenances
- 21 • Increase the filter loading rate for all filters to 5 GPM/Square Foot
- 22 • Extend the filter run time via media modifications

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- 1 • Reduce water consumption through the replacement of the antiquated
- 2 surface wash system with air scour
- 3 • Replace the underdrain and repair and/or replace the filter troughs
- 4 • Replace the filter valves and piping
- 5 • Add isolation for individual filters to the clearwell to improve serviceability
- 6 and reduce potential for inadvertent contamination of the treated water
- 7 • Reduce leakage from the hydraulic operators within the filter gallery
- 8 • Improve filter bank isolation for easier maintenance without taking a large
- 9 segment of the filter out of service
- 10 • Replace filter controls and add a new control room
- 11 • Improve ventilation and dehumidification
- 12 • Improve lighting with more energy efficient LED fixtures

13 Meeting each of these objectives are tied to increasing operational efficiency,
 14 maintaining the highest standards for meeting regulatory compliance and ensuring
 15 safe and reliable service for customers.

16 **New Jersey, Coastal North, Lakewood Facility Relocation (\$13.2M).** The
 17 Company recently sold its Lakewood Operations Center at 100 James Street in
 18 Lakewood Township because it was limited in materials storage, and parking for
 19 various Company vehicles and equipment. The sale of the property was approved
 20 by the Board under Docket WM17070746, dated 10/20/17. The site comprised
 21 approximately 7 acres and had been utilized by the Company since 1983.

22 Population in the Lakewood area has increased 54.8 % in the period between the
 23 two census of 2000 and 2010 according to the US Census Bureau, transportation
 24 infrastructure has lagged causing ever increasing time in dispatching of utility
 25 crews from the operations center. To improve the efficiency of the operations team
 26 in this area, the Company is constructing a new operations center near the

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1 Company's Yellowbrook treatment facility in Howell Township that is more
2 centrally located within the operating region, and has adequate office space, storage
3 area, and personnel facilities designed to allow for future growth.

4 The "Hall Property" is 12.68 acres that includes a 31,376 square foot, two story
5 office building, 18,000 square foot warehouse, 9,300 square foot Millwork Garage,
6 3,600 square foot mechanics garage, 2,000 square foot storage shed, 8,800 square
7 foot storage shed, 3,200 square foot machine shop and a frame dwelling.

8 **New Jersey, Coastal North, 36" Cast Iron Pipe Replacement - Rumson Place**

9 **(\$13.2M).** The Rumson Place water main is a 36-inch diameter cast iron pipe,
10 located on Newman Springs Road in the Borough of Little Silver, Monmouth
11 County, New Jersey. As one of the primary feeds from the Newman Springs Pump
12 Station to the Monmouth main gradient, the reliability of this water main is of
13 critical importance to the Company.

14 The project consists of the installation of a new 36" main and 54" steel crossing for
15 the NJ Transit section of the main, installation of a new 8" main to service local
16 customers on Rumson place (vs. connections to the 36" main), removal and
17 replacement of existing cast iron main within Rumson Place with a new ductile iron
18 pipe, connections, restoration and paving.

19 **New Jersey, Raritan System Springfield PFAS Removal (\$13.2M).** Maintaining
20 water quality for customers is of paramount importance to NJAWC. New and
21 emergent compounds such as Per-Fluorinated Alkyl Substances ("PFAS") have

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1 recently emerged and a significant public health. The NJDEP has implemented new
2 limits for PFNA at 13 parts per trillion (“ppt”) and have proposed limits for PFOA
3 and PFOS at 14 and 13 ppt respectively. These industrial chemicals that were used
4 for non-stick surfaces, surfactants and firefighting foams do not break down in the
5 environment and can accumulate in the body with the potential to cause cancer and
6 other health defects (see
7 https://www.state.nj.us/dep/watersupply/g_boards_dwqi.html for further details).
8 NJAWC has completed a study of 8 affected facilities, one of which was the
9 Springfield Station.

10 The Springfield Station Water Treatment Plant (“SSWTP”) treats water from a well
11 field with 12 ground water wells with a current combined permitted capacity of
12 3.81 MGD. The data obtained from the EPA’s Unregulated Contaminant
13 Monitoring Reporting (“UCMR”) 3 sampling and subsequent water quality
14 monitoring, indicate PFAS contamination in the Springfield well field. The PFAS
15 contaminant levels exceed the NJDEP’s proposed PFOA and PFOS MCLs of 14
16 ng/L and 13 ng/L, respectively. Current maximum observed combined SSWTP
17 influent PFOA and PFOS concentrations are 29.4 ng/L and 14.4 ng/L, respectively.
18 Unregulated PFHxS has also been observed at a maximum concentration of 9.4
19 ng/L. In anticipation of the pending enactment of the proposed MCLs, NJAWC
20 conducted a planning study for treatment options at the SSWTP that recommended
21 the installation of an anion exchange (“AIX”) treatment system within the existing
22 facility as the best option for expediting implementation of a permanent PFAS

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1 treatment system. Through this project, NJAWC is now proceeding with
2 implementation of the recommended AIX system with a maximum design capacity
3 of 3.0 MGD and average production of 1.6 MGD.

4 The goals of this project are to implement a four vessel AIX system arranged in
5 two parallel lead/lag vessel trains. With a design capacity of 3.0 MGD. The water
6 quality goals are to achieve non-detect from the lag vessel at all times. The new
7 AIX treatment system will also include pre-filtration to protect the AIX system
8 from solids loading and a dechlorination chemical storage and feed system to
9 eliminate the chlorine residual in the AIX system feed water.

10 In addition to the new AIX system, the project work includes relocation and
11 repurposing of the phosphoric acid storage and feed system as a polyphosphate
12 storage and feed system, the installation of a new liquid ammonium sulfate storage
13 and feed system for chloramination of the finished water, the installation of a new
14 sodium hypochlorite feed pump for a new sodium hypochlorite feed point after the
15 AIX system and prior to the packed tower air stripper, and the inspection, cleaning
16 and repair of the packed tower air stripper packing media and internals as needed.

17 **New Jersey, Raritan System, Echoshore DX Central Region (\$4.3M).** As
18 identified in the most recent system CPS, water loss in the central region is an issue
19 of continuing concern. The total 12 month rolling average percentage of non-
20 revenue water (“NRW”) in the system currently exceeds 25% of system delivery or
21 upwards of 30 MGD. NJAWC has completed water loss audits, upgrades to
22 production (delivery) and transfer meters as well as addressing meter management

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1 and accuracy. It is critical that the Company continue to actively manage and meter
2 flows into and out of individual gradients. This project will involve upgrades to 15
3 system delivery meters at the gradient boundaries as well as address ongoing leak
4 detection efforts. In order to reduce the real losses, this active leak detection project
5 will deploy 2,400 hydrant mounted sensors in 2020 in the highest suspected real
6 loss areas in the Raritan system. This includes towns, or portion of, Cranford,
7 Westfield, and Plainfield. The Company has seen significant success in reducing
8 real losses in other areas (Passaic System) and expects similar results for the Central
9 region. The active leak detection program at NJAWC benefits customers by
10 minimizing unnecessary pumping and production costs, and helping reduce
11 potential service interruption and property damage by finding and fixing small leaks
12 before they become much larger and potentially catastrophic.

13 **27. Q. Are the projects about which you are testifying in this proceeding necessary**
14 **and prudent in order for the Company to continue to provide safe, adequate**
15 **and reliable utility service?**

16 A. Yes, they are. At the highest level, these projects are necessary to continue to
17 provide safe adequate and reliable water service in a manner that is in the long-term
18 best interest of our customers. For example, plant improvements designed to meet
19 water quality regulations, will minimize the risk of both Notices of Violation
20 (NOVs) and Maximum Contaminant Levels (MCL) violations. Projects aimed at
21 addressing health and safety risks minimize accidents and improve both employee
22 and customer safety. Projects designed to improve energy efficiency, help to

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1 achieve the goals of improving the operational and maintenance efficiency ratio
2 and reducing energy usage. Replacement of deteriorated assets can reduce the risk
3 of system outages, which helps promote high customer satisfaction. All of these
4 examples show that prudent capital investment is in the best long-term interest of
5 our customers.

6 **III. LEAD SERVICE LINE REPLACEMENT PROGRAM**

7 **28. Q. Please provide an overview of the Company’s proposal to replace customer-**
8 **owned lead service lines.**

9 A. As part of the Company’s lead service line replacement program (“LSLR
10 Program”), the Company will replace lead service lines during water infrastructure
11 upgrade projects. Based on a growing body of research, the Company believes it is
12 appropriate to remove lead from both the Company and the customer-owned
13 portion of the lead service line (including lead goosenecks) (“LSL”). By removing
14 the entire LSL, a source of lead will be removed, further reducing the potential for
15 exposure to lead in a customer’s drinking water. Therefore, the Company proposes
16 to replace Company and customer-owned LSLs at the same time in connection with
17 the Company’s water main replacement program. Company witness John Tomac
18 will address the regulatory policy and ratemaking aspects of the Company’s
19 proposed LSLR Program in his direct testimony.

20 **29. Q. Why should we be concerned about lead?**

21 A. Lead is a naturally occurring metal that can cause a variety of health effects,
22 including delays in physical and mental development of young children. Lead

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1 exposure is most common from soil, paint chips, or dust, but exposure can also
2 come from drinking water. Recent events, including those in Flint, Michigan and
3 Newark, NJ, have heightened concerns about the possible presence of lead in
4 drinking water.

5 **30. Q. Please describe the Company's obligations under federal and state law to**
6 **control lead levels in the drinking water at the customer's tap.**

7 A. NJAWC is required to follow, among other rules, the guidelines of the Lead and
8 Copper Rules (the "Lead and Copper Rule" or "LCR") of the United States
9 Environmental Protection Agency ("EPA"), adopted by New Jersey including the
10 federal action levels for lead, and New Jersey's Water Quality Accountability Act
11 ("WQAA"). These federal and state rules and reporting requirements are
12 monitored by the NJDEP.

13 The LCR requires, among other things, that public water suppliers employ water
14 treatment methods, as necessary, to minimize the corrosive quality of the water they
15 provide because corrosion can cause lead piping and lead solder to leach lead into
16 the water drawn at the customer's tap. The LCR also requires that large water
17 companies test drinking water at customer taps at a rate of at least 100 samples per
18 six-month period. Generally, if lead concentrations exceed an action level of 15
19 parts per billion ("ppb") in more than 10% of customer taps sampled, then several
20 procedures must be followed, including replacement of a certain percentage of
21 LSLs annually.

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1 **31. Q. Please describe the Company's approach to address potential sources of lead**
2 **in drinking water.**

3 A. NJAWC employs a proactive, multi-faceted approach to manage the potential
4 exposure to lead as part of its commitment to maintain excellent water quality and
5 protect the health and safety of its customers. These layers of protection include
6 treatment of water, monitoring of key indicators of water quality, use of corrosion
7 controls, identification and inventorying of service line materials, development of
8 a replacement program, and communication with customers about ways to reduce
9 potential exposure. The primary mitigation to potential exposure of lead in drinking
10 water is stable water quality and treatment of water to minimize corrosion. The
11 Company utilizes corrosion control treatment measures in its treatment facilities.
12 For purchased water supplies, the Company monitors the water quality at the
13 interconnections and reviews the corrosion control plans of the supplier. The
14 Company maintains a sampling protocol for each service area, which is approved
15 by the NJDEP. In addition, the Company employs a wide variety of tools to help
16 customers understand how they can reduce the risk of lead exposure from their own
17 older plumbing, including a lead information page on the Company's website.

18 **32. Q. What is the Company's track record in meeting LCR requirements?**

19 A. The Company has an established history of LCR compliance. The Company has
20 not triggered the LCR action level requirements in any portion of its system despite
21 the presence of LSLs or older plumbing fixtures contained in some of our
22 customers' homes. This history of compliance is a testament to the effectiveness of

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1 the Company's corrosion control measures and prudent management of its
2 distribution system.

3 **33. Q. Please further describe NJAWC's proposed LSLR Program.**

4 A. As discussed above, the Company has a water main replacement program, which
5 prioritizes main replacement using a variety of factors. For reasons that I will
6 explain below, the Company proposes to replace both Company and customer-
7 owned LSLs in connection with its main replacement program.

8 **34. Q. Please describe how the Company plans to implement the LSLR Program.**

9 A. As the Company plans its water main replacement, it will first review tap records
10 along the project route. If the tap cards indicate that service lines were installed
11 before 1950, the main was installed before 1950 or if the material indicated in the
12 record is listed as lead, the Company will field inspect the existing Company-owned
13 service line connected to the main. When a Company-owned LSL or lead
14 gooseneck is encountered, the Company will contact the customer to discuss
15 performing a pothole excavation to expose the customer-owned service line to
16 confirm location and determine size and material of the line. If any of the service
17 line (Company or customer-owned) is lead, then the following general steps are
18 taken. See Schedules 3 thru 15 for customer communication materials used to
19 explain each step of the process.

20 • The Company notifies the customer of the possibility of lead in the service line
21 and the need to further investigate. Once the service line material is identified,
22 the Company informs the customer of the type of material found. (See

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- 1 Schedules 3, 4, 5a/5b and 7 for notification, agreement, and waiver documents
2 to be used in this investigative phase of work).
- 3 • If a customer-owned LSL is found, the owner of the property is presented with
4 an Agreement to Have the Service Line Replaced for acceptance or denial.
5 Execution of the agreement is required to allow crews to work on the subject
6 property (see Schedule 6).
 - 7 • Customer/owner (both if different) are provided with “Important Notice about
8 Your Water Service and Lead” and “Lead” fact sheets (see Schedules 3 and
9 13).
 - 10 • Necessary permits are acquired as needed for customer-owned LSL
11 replacement and electrical work if required for reestablishing grounding (see
12 Schedule 10).
 - 13 • The LSL replacement is performed. All lead portions of the lines are replaced
14 either: 1) from the main to the premise up to five feet within the customer’s
15 premise or to the shut off valve, whichever is shortest (the limit may be to just
16 outside the customer premise if safety conditions warrant); or, 2) to the meter
17 if only the gooseneck on the Company side is lead and there is no lead on the
18 customer side.
 - 19 • Lines are then flushed in coordination with the customer (see Schedules 8, 9a
20 and 9b).
 - 21 • Post replacement sampling is done (see Schedule 11).
 - 22 • Customer/owner are notified of sampling results.

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1 **35. Q. Given NJAWC’s compliance with the LCR, why is the Company proposing to**
2 **include the replacement of LSLs in its water main replacement program?**

3 A. While the Company’s treatment and sampling efforts have effectively reduced
4 potential lead exposure from drinking water, as the research regarding potential
5 exposure to lead has been further developed and refined, the Company has decided
6 to further mitigate potential customer exposure to lead in drinking water. A growing
7 body of research indicates that a “partial” replacement, which physically disturbs,
8 but leaves in place, the customer-owned portion of the LSL, potentially elevates the
9 risk of lead exposure through drinking water after the replacement occurs.

10 Given that the disturbance of the customer-owned LSL will occur when the
11 Company removes its LSL, the Company proposes to restore the customer-owned
12 LSL, with the customer’s consent, as though it were restoring a road or sidewalk as
13 part of its work. Consequently, when the Company proposes to replace all
14 segments of lead in the service line, both company and customer-owned will be
15 remediated. As a result, NJAWC has shifted its construction process to replace the
16 Company and customer-owned LSL where possible.

17 Replacing LSLs in conjunction with main replacements is the most cost-effective,
18 efficient, and responsible way to continue the Company’s main replacement
19 program while addressing the health and safety concerns associated with partial
20 lead service line replacements. The Company’s approach is consistent with the

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1 National Drinking Water Advisory Council³ recommendation that the EPA revise
 2 the LCR regulations to require complete and proactive replacement of both
 3 Company-owned and customer-owned portions of service connections that contain
 4 lead.

5 **36. Q. Is the Company's proposal consistent with New Jersey State policy?**

6 A. Yes. In 2018, New Jersey Governor Phil Murphy's transition team report
 7 encouraged the Legislature, NJDEP and BPU to find ways to encourage full LSL
 8 replacement:

9 The Legislature and the DEP should continue to explore the
 10 feasibility of requiring public water systems to conduct *full*
 11 *lead service line replacement*, either on a schedule or when
 12 an opportunity arises, such as during routine maintenance or
 13 repairs. The Legislature, the DEP, and the BPU should also
 14 explore ways to encourage lead service line replacement *by*
 15 *both publicly-owned and investor-owned utilities*. . . [and]
 16 [t]he BPU should explore *allowing regulated water*
 17 *companies to utilize the DSIC* to replace lead service lines
 18 in their service areas.⁴

19 Governor Murphy reiterated his commitment to the replacement of LSLs in his
 20 2019 State of the State address,⁵ calling for an increased focus on replacing aging

³ Report of the Lead and Copper Rule Working Group to the National Drinking Water Advisory Group, Aug. 2015.

⁴ New Jersey State Legislature, The Joint Legislative Task Force on Drinking Water Infrastructure, Final Report p. 23, 24 (Jan. 2018), available at https://www.njleg.state.nj.us/legislativepub/reports/tdwi_final_report.pdf.

⁵ State of the State Address (Jan. 15, 2019), available at https://www.nj.gov/governor/news/addresses/approved/20190115_sos.shtml.

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1 water infrastructure, particularly to address concerns raised by potential exposure
2 from lead in drinking water.

3 In October 2019, Governor Murphy announced his desire to replace all the state’s
4 LSLs over the next 10 years. The Governor proposed a \$500 million bond initiative
5 to replace aging water infrastructure as part of a statewide plan to protect residents
6 from potential lead contamination. The plan includes allowing private water
7 utilities to raise rates to help cover costs. The Governor’s announcement came on
8 the heels of the EPA’s rollout of new proposed national lead requirements which
9 would include a “trigger level of 10 ppb that requires more proactive planning in
10 communities with lead service lines.”⁶ Specifically, “the EPA is also proposing to
11 require water systems to conduct outreach and initiate lead service line replacement
12 programs when lead levels are above the proposed trigger level of 10 ppb. The
13 proposal requires systems that are above 10 ppb but at or below 15 ppb to work
14 with their state to set an annual goal for replacement.”⁷

15 **37. Q. How many lead service lines does the Company expect to identify and replace?**

16 A. Based on a comprehensive review of over 700,000 tap records, NJAWC estimates
17 that the Company has approximately 10,000 Company-owned LSLs (including
18 “goosenecks”).⁸ Where tap records were not available or did not provide service

⁶ See EPA LCR Proposal Summary and Key Improvements, p. 1, available at https://www.epa.gov/sites/production/files/2019-10/documents/lcr_proposal_vs_current_chart_draft.pdf, last visited Dec. 9, 2019.

⁷ *Id.* at p. 3.

⁸ The Company identified 7,381 Company-owned lead service lines or goosenecks through tap records, which is approximately 1% of the tap records reviewed. The Company then applied that 1% to the tap records with unknown material (approximately 285,000) to develop the rest of its estimate.

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1 line material data, the Company considered the level of LSLs identified through tap
2 records, age of homes, census data, pipeline installation records, and institutional
3 knowledge to develop its estimated number of LSLs (including goosenecks). The
4 Company's tap records do not consistently identify the material of the customer-
5 owned service line. Consequently, the Company does not have an exact count of
6 customer-owned LSLs that would be replaced under the Company's proposal, but
7 the original expectation is that there is likely lead on the customer side where we
8 find lead on the Company side. To date, the Company has replaced 610 customer-
9 owned LSLs at a cost of approximately \$1.8 million.⁹ The Company estimates that
10 replacing customer-owned lead service lines as part of its DSIC main replacement
11 program will take up to 10 years.

12 **38. Q. Has the Company estimated the cost for replacement of customer-owned**
13 **LSLs?**

14 A. Yes, New Jersey-American estimates that the replacement of the customer-owned
15 portion of the LSL would average approximately \$3,000-\$5,500 when performed
16 in conjunction with a main replacement project, as proposed by the Company.
17 While some replacements may cost more due to specific site constraints, such as
18 long lay length and the presence of rock and large trees that impact the cost of the
19 installation and restoration, NJAWC believes costs will more commonly be at the
20 high end of the initial range.

⁹ This amount includes the \$440,000 that was written off in connection with the Partial Stipulation approved by the BPU in the Company's last rate case (BPU Docket No. WR17090985). Mr. Tomac discusses the portion the Company is seeking for cost recovery in this case.

NEW JERSEY-AMERICAN WATER COMPANY, INC.**1 39. Q. Has the Company sought state funding for LSL replacement?**

2 A. Yes. However, the funding available under the 2019 NJ Drinking Water State
3 Revolving Fund Intended Use Plan for Federal Fiscal Year 2018 (and State Fiscal
4 Year 2019) and the Drinking Water State Revolving Fund Intended Use Plan for
5 Federal Fiscal Year 2019 (and State Fiscal Year 2020) would not provide the
6 Company with terms more favorable than its current financing efforts because the
7 Company is in compliance with the LCR and therefore not eligible for principal
8 forgiveness funding of 90% of the loan balance. As a result of the Company would
9 only be eligible for base rate loans, which are currently unavailable due to limited
10 funding (see <https://www.nj.gov/dep/dwq/cwpl.htm>: “At this time, NJAW is not
11 currently eligible for LSL funding since they have not incurred an ALE ((Action
12 Limit Exceedance). Should they incur an ALE, the DEP will calculate their
13 eligibility based on the LSL eligibility criteria for MHI.”).

**14 40. Q. Is the Company’s LSLR Program a cost-effective initiative to address possible
15 exposure to lead from service lines?**

16 A. Yes, many customers, particularly those in older neighborhoods with populations
17 that face economic constraints would have a difficult time funding their own LSL
18 replacement. Allowing NJAWC to replace customer-owned LSLs under its LSLR
19 Program is a reasonable solution to this problem; using an estimated total of \$75M
20 for replacement of all company owned and customer owned service lines. Further,
21 the Company would be able to leverage economies of scale to reduce costs and
22 minimize service disruptions related to LSL replacements. In addition to these

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1 efficiencies, NJAWC's ability to coordinate the replacement of Company and
2 customer owned lead service lines will streamline project administration and reduce
3 overall costs.

4 **41. Q. Does NJAWC intend to pursue state and federal funding sources to offset**
5 **LSLR Program costs?**

6 A. Yes. NJAWC will continue to seek low cost state and federal funding to the extent
7 funding is available.

8 **IV. WATER STORAGE TANK REINVESTMENT PROGRAM**

9 **42. Q. Please describe the Company's water storage tank reinvestment program**
10 **("WSTR"), also referred to as Engineered Coating of Steel Structures.**

11 A. The Company invests millions of dollars each year in its WSTR to extend the
12 service life of critical distribution system assets that store water reserves for
13 firefighting and treatment plant assets used to clean the water delivered to
14 customers. NJAWC owns and operates 187 structures to store potable water in
15 distribution systems for fire protection. Another 58 process tanks are used at
16 treatment plants to provide potable water to customers across the state. The integrity
17 of these structures is crucial to protecting public health and providing safe, adequate
18 and reliable water service to customers. Investments in these structures include the
19 replacement of corroded steel components, safety and security upgrades, and
20 renewal or replacement of existing paint (coating) systems.

21 The WSTR entails an inspection of the interior and exterior structure of the tank, a
22 prioritization program to define an annual program, bidding the work to qualified

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1 licensed contractors, awarding contracts and scheduling the work, releasing the
2 tank to the contractor for the replacement of corroded steel components, the
3 installation of new safety and security upgrades, and the coating reinvestment work,
4 followed by disinfecting the tank and returning the tank to service.

5 **43. Q. Please describe the service life considerations for water storage tanks in**
6 **distribution systems.**

7 A. Water storage tanks are generally constructed of steel or concrete, and can be
8 configured as ground level storage tanks, elevated tanks or standpipes. Material of
9 construction and type of tank are dictated by service requirements and cost. Of
10 NJAWC's tank inventory of 245 tanks, 207 are steel and 38 are concrete. If properly
11 designed, constructed and maintained, these tanks can be expected to have service
12 lives of numerous decades despite exposure to harsh environmental conditions. A
13 majority of these tanks are located outside and are exposed to a wide range of air
14 temperature, humidity, water temperatures, wind loading, and seasonal weather
15 conditions. Steel tanks need to be protected from exterior corrosion that can result
16 from the harsh outdoor environment and interior corrosion that can result from the
17 effects of chlorinated water. This is especially true for coastal areas where salt air
18 is highly corrosive to steel surfaces. In general, minor corrosion spots can be
19 repaired; however, significant corrosion, if left unattended, can lead to structural
20 damage and poor aesthetic conditions. In addition, these failures could potentially
21 result in a breach of the tank, which could lead to contamination of the tank contents
22 from infiltration or worse, tank structural failure. Proper inspection, ongoing

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1 routine care to address spot corrosion, and major recoating projects can therefore
2 extend the service life of steel tanks. Concrete tanks are generally more costly to
3 construct than steel but do not require the same level of exterior reconditioning.

4 **44. Q. Please describe the importance of the WSTR.**

5 A. Steel tanks require occasional, but significant investment in the coating system.
6 NJAWC utilizes a high-performance engineered coating system on both interior
7 and exterior surfaces of tanks. The service life of the interior and exterior coatings
8 varies depending upon several conditions, but typical high-performance coatings
9 can last up to about 20 years. Installation of new coating systems on existing tanks
10 typically requires removal of existing coatings to bare metal through abrasive
11 blasting and then installation of a new, engineered, three-coat system that will coat
12 the structural metal and extend its useful life significantly. Containment systems
13 are often used to control dust and overspray during blasting and coating
14 installations. Some existing steel structures may have previously been coated with
15 lead-based paint systems. Under those circumstances, the project activities are
16 supplemented with lead abatement efforts to contain, collect, and properly dispose
17 of possible lead-based residuals and other efforts to ensure protection to workers
18 and the environment.

19 **45. Q. Have Engineered Coating Systems proven their value in protecting the**
20 **investment in tanks?**

21 A. Yes. NJAWC operates 53 tanks built prior to 1960 that have been in service for
22 more than 50 years. Eight tanks have been in service for more than 100 years.

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1 **46. Q. How many tanks will reach or exceed a 20-year coating life between 2020 and**
2 **2030?**

3 A. A total of 127 tanks either have or will have reached or exceeded a 20-year coating
4 life between 2020 and 2030. Many of these tanks have been inspected or will be
5 scheduled for inspection and based on the results of the inspection will be scheduled
6 for rehabilitation and reinvestment during this timeframe.

7 **47. Q. Please discuss any new innovations in tank coating systems.**

8 A. Over time, the industry has provided significant innovation. From the introduction
9 of polyurethane coatings, to organic zinc-rich primers to the development of
10 fluoropolymer coatings, to the development of Volatile Organic Carbon (VOC) free
11 coatings, these innovations extend the lives of tank coating systems, helping reduce
12 color fading and retaining a high gloss, durable finish for an extended period of
13 time. The latest innovation will allow for coating of tanks during the winter period,
14 traditionally a period when, while tanks could be removed from service due to
15 lower demands, the coating technology did not allow for application. The Company
16 will be piloting a new coating system from Sherwin Williams that can be applied
17 at lower temperatures. This will allow for more tanks to be coated during off peak
18 demand season. The current window available for performing this work falls during
19 higher demand periods (like the summer) and, in many instances, does not allow
20 for tanks to be removed from service.

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1 **48. Q. How are the engineered coating projects prioritized?**

2 A. Tanks are prioritized based on inspection results and projected service lives. The
3 Company has prioritized the top 34 tanks that require engineered coating over the
4 next five-year period, which is between six and seven tanks per year. However,
5 notwithstanding this prioritization of the tanks in most urgent need of new coatings,
6 NJAWC estimates that it will need to rehabilitate 127 tanks over the next 20 years,
7 using the average of 6 tanks per year.

8 **49. Q. Please discuss the cost to rehabilitate these tanks over the next five years.**

9 A. Over the next five years, the total cost to rehabilitate these tanks is estimated at \$47
10 million.

11 **50. Q. Is the Company requesting an increase in the dollar amount of annual Tank
12 Rehabilitation?**

13 A. Yes. Based on the total rehabilitation costs estimated over the next five years, the
14 Company believes the appropriate level of expense is \$9.4 million annually.

15 **51. Q. What factors are taken into consideration when determining this cost?**

16 A. The detailed tank inspections and subsequent report and recommendations will
17 weigh heavily in determining the actual tank rehabilitation needs and priorities.
18 Further, the various geographical differences in tank location, *i.e.*, tanks located
19 along the coastal regions may have a decreased coating life compared to a tank in
20 more remote wooded regions in the central part of the state.

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1 **52. Q. Does the Company have detailed inspection reports, bids or other materials to**
 2 **support the requested level of expense?**

3 A. Yes, the Company has the following detailed inspection reports that include cost
 4 estimates: Highland Ave. Tank #2 (West) , Highland Ave. Tank #1 (East), Johnson
 5 Drive High Tank, Roosevelt Ave. Tank , Oak Tree Road Tanks, Hutton Hill Tank,
 6 and Sheep Hill Tank.

7 **53. Q. Were plans and specifications for bidding purposes prepared for these**
 8 **projects?**

9 A. Yes, detailed plans and specifications were prepared for bid.

10 **54. Q. And were bids solicited and received for these projects?**

11 A. Yes, the Company received detailed bids in 2019 for the following tanks:

Tank Name	Bid
"Roosevelt Avenue Tank" Beverly, NJ	\$ 1,746,548.00
"Highland Avenue Standpipe West" Cinnaminson, NJ	\$ 892,034.00
"Hutton Hill Tank" Cherry Hill, NJ	\$ 1,637,940.00
"Highland Avenue Standpipe East" Cinnaminson, NJ	\$ 693,296.00
"Johnson High Tank" Watchung, NJ	\$ 973,532.00
"Oak Tree Tank #2" Edison, NJ	\$ 3,285,400.00
Total	\$ 9,228,750.00

12
 13 **55. Q. Does the Company complete inspections and development of detailed plans**
 14 **and specifications for the WSTR work on an annual basis?**

15 A. Yes, the Company performs inspections and has detailed plans and specifications
 16 prepared for the work identified in the inspections every year. It is the foundation
 17 for the tank rehabilitation program.

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1 **56. Q. Does the Company expect to receive additional coating and repair bids in 2019**
2 **and 2020? And does the Company expect to perform additional inspections in**
3 **2019 and 2020?**

4 A. Yes, the Company expects to receive coating and repair bids for three additional
5 tanks in 2019. The Company also expects to complete 10 additional inspections in
6 2019 in addition to the 5 already completed. In 2020, the Company expects to
7 complete between 10 to 15 inspections as well as complete at least 3 coating and
8 repair projects at 3 tank sites.

9 **V. ACQUISITION OF ROXBURY WATER COMPANY**

10 **57. Q. Briefly describe the acquisition of the Roxbury Water Company.**

11 A. NJAWC closed on the acquisition of the Roxbury Water Company for a purchase
12 price of \$4.5 million on December 31, 2018, following receipt of BPU approval on
13 December 18, 2018 per BPU Docket Number WR18080904. Roxbury Water
14 Company owned and operated a water treatment facility and water distribution
15 system serving approximately 3,900 customers in Roxbury Township, New Jersey,
16 which is within the Highlands Planning Area in the Highlands Region.

17 **58. Q. What is the “Highlands Region”?**

18 A. The New Jersey Highlands Region consists of over 800,000 acres, covering more
19 than 1,250 square miles and 88 municipalities in seven counties (Bergen,
20 Hunterdon, Morris, Passaic, Somerset, Sussex and Warren). The Highlands Region
21 is an essential source of drinking water for about half of the residents of New Jersey,
22 and as such, has been protected and regulated by the state since the creation of

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1 NJDEP's August 2004 Highlands Water Protection and Planning Act (the
2 "Highlands Act").

3 **59. Q. Are you familiar with the Highlands Act?**

4 A. Yes, I am.

5 **60. Q. Please provide a high-level overview of the Highlands Act.**

6 A. The Highlands Act grants broad authority to the 15-member Highlands Water
7 Protection and Planning Council ("Highlands Council"), made up of members
8 appointed by the governor with the advice and consent of the state senate, to protect,
9 preserve and enhance water resources, open spaces, and the unique natural
10 resources within the Highlands Region. The Highlands Council has certain
11 regulatory jurisdiction over groundwater withdrawals in the Highlands Planning
12 and Preservation Areas. It is nearly impossible to secure approval from the
13 Highlands Council for additional groundwater supply in this region due to limited
14 resources.

15 **61. Q. Please describe the Highlands Planning and Preservation Areas.**

16 A. The Highlands Act designates approximately 398,000 of the 800,000+ acres that
17 comprise New Jersey's Highlands Region as being of "exceptional natural resource
18 value": this is the Highlands Preservation Area. Approximately 145,000 acres
19 within the Highlands Preservation Area are undeveloped. All of the land in the
20 Highlands Region that is not in the Highlands Preservation Area lies within the
21 Highlands Planning Area.

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1 **62. Q. To your knowledge, is there anything unique about the system assets of**
2 **Roxbury?**

3 A. Yes, there is.

4 **63. Q. Please explain.**

5 A. Roxbury's assets include five (5) groundwater wells located in Roxbury Township,
6 which is within the Highlands Planning Area in the Highlands Region.
7 Additionally, the Roxbury system is located approximately 21,700 LF (4.1 miles)
8 from NJAWC's International Trade Center ("ITC") system.

9 **64. Q. Please describe NJAWC's ITC system and the challenges this system is facing.**

10 A. NJAWC's ITC system, acquired in 1996, consists of three (3) groundwater wells
11 located within the Highlands Planning Area. The ITC system is permitted by the
12 Highlands Council to withdrawal up to 20 MGM and 185 MGY. The current peak
13 month and peak annual demands of the ITC system (including current committed
14 capacity) are 9 MGM and 75 MGY, leaving 11 MGM and 110 MGY of available
15 allocation. Section 7.2 of the 1996 ITC Acquisition Agreement, entered into well
16 before the creation of the Highlands Act, requires New Jersey American Water to
17 provide "any and all water supply needs for any development" within the ITC zone.

18 **65. Q. Please continue to explain the challenges NJAWC's ITC system faces with**
19 **regard to demand.**

20 A. In 2016, NJAWC received an inquiry from a developer evaluating a large mixed-
21 use development project that would require 0.368 MGD, 17 MGM and 134 MGY.
22 That project, in and of itself, would have claimed all available ITC water allocation.

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1 In addition, local field operations has advised that there are several large water
2 services (sized for high usage commercial/industrial customers) currently
3 connected to the ITC system that are inactive. Usage in the ITC system has ranged
4 from a high of 97 MGY in 2005, to its current five-year peak of 61 MGY in 2015,
5 indicating that local economic conditions may be having a negative effect on
6 current demands. Historical peak demand levels could return with an improving
7 economy.

8 Additionally, the Company's Developer Services group has been evaluating a
9 developer application in the ITC System for a 0.162 MGD project that would
10 require 8 MGM and 59 MGY of monthly and annual allocation, respectively. This
11 project, if permitted, would reduce ITC's available capacity to 3 MGM and 51
12 MGY. On February 28, 2018, the developer, New Jersey Foreign Trade Zone
13 Venture, LLC, sent a letter requesting that NJAWC extend service to the proposed
14 development. [The Company has/has not yet responded to this request.]

15 The open-ended requirement from the 1996 ITC Acquisition Agreement to provide
16 supply for the ITC zone, coupled with the developer applications mentioned above
17 and the potential for increased demand with an improved economy will require the
18 Company to develop source of supply, transmission and distribution, and/or
19 emergency interconnections with adjacent public water purveyors to meet future
20 demands.

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1 **66. Q. Please explain how the acquisition of the Roxbury system will help with the**
2 **demand challenges faced by NJAWC's ITC System.**

3 A. The current peak month and peak annual demands of the Roxbury system are 38
4 MGM and 344 MGY, leaving 17 MGM and 106 MGY of available allocation. The
5 Firm Capacity of the Roxbury system is 2.2 MGD, of which 0.775 MGD was
6 identified as available surplus as of February 2016. NJAWC anticipates that ITC
7 System demands will eventually require the Company to bring additional supply to
8 this area, as discussed above. Owning the Roxbury system assets and leveraging
9 the currently-available 17 MGM and 106 MGY allocation would allow NJAWC to
10 avoid approximately \$8M in future capital costs.

11 **67. Q. Please explain how you arrived at the \$8M in avoided future capital costs.**

12 A. The Roxbury system is located approximately 21,700 LF (4.1 miles) from the ITC
13 System. The estimated cost to connect these systems - including a booster station,
14 three (3) crossings, and a 20% contingency - is approximately \$13M. The lowest
15 cost alternative of bringing water supply north from our existing system in Chester
16 to ITC is an approximately 39,000 LF (7.3 miles) main extension – including a
17 booster station, four (4) crossings and a 20% contingency – that is estimated to cost
18 \$21M, or \$8M more than the Roxbury connection.

19 **68. Q. Does the proposed acquisition benefit Roxbury's customers as well?**

20 A. Roxbury's customers will benefit from more efficient system operation. In addition,
21 by combining systems, Roxbury's customers benefit from combined stable sources
22 of supply, firm capacity and storage.

NEW JERSEY-AMERICAN WATER COMPANY, INC.**VI. THE RISKS OF FURNISHING WATER AND WASTEWATER SERVICES****A. Public Water Service**

69. Q. Please provide an overview of the risks associated with furnishing safe and adequate water quantity and water quality and complying with drinking water and environmental regulations that apply to NJAWC's water supply facilities and operations.

A. Water supply utilities are subject to a complex array of regulations at the federal, state and local levels with respect to water quantity, water quality and other environmental aspects of their facilities and operations. NJAWC's surface water and groundwater sources are subject to run off from upstream sources that can lead to possible contamination and resulting treatment challenges like cryptosporidium, PFAS, or an unexpected chemical release upstream. All while needing to meet the requirements imposed by programs administered by the NJDEP.

Drinking water quality is addressed by a combination of federal regulations established under the Safe Drinking Water Act ("SDWA") coupled with state regulations and enforcement. The federal act established the EPA as the federal regulatory authority on drinking water. Under that authority, EPA has created standards for contaminant levels in drinking water and a series of mandatory treatment method standards, coupled with monitoring and reporting requirements, and public notification mandates in the event of contaminant level or treatment method noncompliance. The EPA has granted primacy to the NJDEP, which administers the federal regulatory standards. In recent years there has been an increase in public concern over water quality standards and regulation. This

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1 increase has led to growth and increased stringency in EPA and state drinking water
2 research and regulation.

3 The following is a brief summary of some of the key risk issues associated with
4 current and prospective regulation of water quantity, quality and other
5 environmental aspects of water supply system operations:

6 The Third Unregulated Contaminant Monitoring Rule (“UCMR 3”) is a rule
7 published by the USEPA in 2012, and assesses the prevalence in water supplies of
8 certain contaminants not currently regulated under the SDWA. Certain
9 contaminants have received particular scrutiny under UCMR 3. These include
10 perfluorooctanoic acid (“PFOA”), 1,4-dioxane, and hexavalent chromium
11 (chromium (VI)). PFOA is a perfluorinated compound (“PFC”), a manmade
12 chemical used in a variety of consumer products. PFOA is prevalent in New Jersey,
13 particularly in groundwater sources that have a history of contamination from other
14 VOCs. Previous studies have documented developmental effects from PFOA
15 including liver toxicity, kidney toxicity, immune effects, and cancer. The NJDEP
16 announced on November 1, 2017 that it will propose an MCL of 14 ng/L, or 0.014
17 µg/L. Prior to this regulation, PFOA had a health reference level established by the
18 New Jersey Drinking Water Quality Institute (“NJDWQI”) of 40 ng/L. PFOA has
19 been detected in many system wells above the concentration of the NJDEP MCL.
20 Several wells in the Central Region have been found to have elevated levels of
21 PFOA, including: Charles St, Quinton Ave, Green Brook, Rock Ave Piscataway,
22 Clinton Ave, Netherwood, Hummocks, and Springfield.

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1 This imminent NJDEP MCL promulgation for PFOA will have a significant impact
2 on the groundwater supply of NJAWC's systems. Regulation requires discontinued
3 use of affected wells or installation of treatment systems. Discontinued use of
4 PFOA impacted wells will result in a projected system supply deficit and would
5 compromise system integrity if not addressed. Supply capacity and distribution
6 system improvements are needed in order to comply with the regulation and ensure
7 adequate levels of service can be provided. As described within my testimony, there
8 are several projects slated for completion that will address the PFOA (and broader
9 PFAS) issue throughout the state.

10 The Long Term 2 Enhanced Surface Water Treatment Rule ("LT2ESWTR") was
11 implemented to "improve control of microbial pathogens" by monitoring
12 cryptosporidium in the source water for filtered systems and placing water
13 treatment facilities in one of four bins, based on the annual running average after
14 two years of data. Under LT2ESWTR, the Raritan System has received notification
15 from NJDEP that its bin classification will move from Bin 1 into Bin 2 and that
16 NJAWC must develop a compliance plan for the Raritan Millstone WTP. This will
17 require one additional log of removal or inactivation credit following the 24 months
18 of testing (ending in April 2017) at the Raritan River Intake. According to the
19 EPA's LT2ESWTR Toolbox Guidance Manual, compliance schedules are based
20 on the size of the population the system serves. For systems serving greater than
21 100,000 people, schedule 1 is used, giving utilities approximately 3.5 years after
22 the sampling period ends to comply, with an allowance for a possible extension of

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1 up to two additional years for capital project installation. As described within my
2 testimony, NJAWC is completing significant upgrades at the RMTWP to address
3 these very issues.

4 EPA has continued to make its regulations concerning disinfection byproducts
5 more stringent. Disinfection byproducts are produced by the interaction of
6 disinfection agents (such as chlorine) with constituents (such as organic
7 compounds) that naturally occur in source water. The Stage 2 Disinfectants and
8 Disinfection Byproducts Rule (“Stage 2 DBPR”) adopted in 2006, coupled with
9 increasingly stringent disinfection regulations, requires a very careful balancing of
10 treatment processes and source water monitoring to meet the twin goals of killing
11 microbes (such as giardia and E. coli) while avoiding unacceptable concentrations
12 of disinfection byproducts such as Chlorite, Bromate, Trihalomethanes, and
13 Halogenic acetic acids.

14 As the result of conditions that arose in Flint, Michigan and other jurisdictions
15 across the country, including Newark, increased scrutiny is being placed at all
16 levels concerning lead concentrations in water systems and potential adoption of
17 more stringent requirements under the federal “Lead and Copper Rule.” The lead
18 issue typically arises not from constituents in source water, but rather from the
19 leaching of lead from older pipes and joints into the water as it passes through
20 household service lines and plumbing. While providing centralized treatment that
21 adjusts the pH can, in many cases, help minimize lead corrosion, the fact is that the
22 plumbing in many older communities (including those in NJAWC’s service

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1 territory) are older lead pipes or contain the type of copper and galvanized pipes
2 with solder joints where lead contamination is an increased risk.

3 In anticipation of Long Term Revisions to the Lead and Copper Rule, the EPA
4 released in October 2016, a whitepaper that provides examples of regulatory
5 options to improve the existing rule. The EPA’s Lead and Copper Rule Revisions
6 White Paper contains a series of alternatives, including mandates that water systems
7 establish lead service line replacement programs (i.e., programs to replace customer
8 lines from the utility’s mains into the house), requiring efforts to proactively work
9 with customers to “encourage them to share appropriately in fully removing [lead
10 service lines]” EPA acknowledges the “substantial economic, legal, technical,
11 and environmental justice challenges” presented by this proposal. The white paper
12 also examines options for more stringent corrosion control treatment requirements.
13 Many of the options in the white paper, if adopted, could impose significant
14 additional capital investment requirements and increased operating expenses on all
15 water systems.

16 Most recently, the EPA has proposed further changes to the Rule that include the
17 following:

- 18 1. Identifying Areas most impacted: this will require a lead line inventory for the
19 first time.
- 20 2. Strengthening Treatment Requirements: EPA is proposing a new trigger limit
21 of 10 ppb; systems such as NJAWC’s that currently provide for corrosion
22 control treatment would be required to optimize the existing treatment scheme.

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1 Systems that do not practice corrosion control would be required to complete a
2 corrosion control study.

3 3. Replacing Lead Service Lines: The 10 ppb trigger would require the utility to
4 work with the state to set an annual goal of lead service line replacement so that
5 a level below the 10 ppb trigger could be achieved. Also, partial lead service
6 line replacements would not be allowed under the proposed rule.

7 4. Increased Sampling Reliability: The EPA is proposing new sampling
8 techniques and selection criteria to ensure the most at risk communities receive
9 the greatest sampling efforts.

10 5. Improving Risk Communication: The EPA is proposing 24 hour notification of
11 any action exceedance levels, along with requiring systems to make the lead
12 service line inventory publicly available.

13 6. Protecting Children in Schools: The EPA is proposing that schools be required
14 to sample and test schools and day care facilities in a similar manner to public
15 water systems.

16 **B. Public Wastewater Service**

17 **70. Q. Please provide an overview of the risks that environmental regulation pose for**
18 **NJAWC as the owner and operator of public sewer systems.**

19 A. Like the provision of public water supply service, the operation of wastewater
20 collection and treatment systems entails a range of environmental regulatory risks.
21 Sewer operations are also regulated at both the federal and state levels pursuant to
22 a number of statutes and voluminous regulations. At the federal level, sewer
23 systems are regulated pursuant to the Clean Water Act and numerous regulations

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1 adopted by the EPA under that law, which programs are administered by the
2 NJDEP pursuant to regulations adopted in furtherance of setting standards for the
3 construction and operation of sewer treatment systems.

4 The significant risks associated with operating wastewater systems include the
5 following:

6 Effluent limitations imposed on wastewater treatment plant discharges are stringent
7 and can become more stringent over time. The Clean Water Act requires
8 wastewater systems to obtain and comply with National Pollutant Discharge
9 Elimination System (“NPDES”) permits, which, in New Jersey, are issued and
10 enforced by the NJDEP . These NPDES permits establish stringent effluent limits
11 based upon the stricter of: (1) technology-based effluent limits; and (2) water
12 quality based effluent limits.

13 Several NJAW treatment plants, including the Homestead WWTP plant face more
14 stringent effluent limits for a series of parameters, particularly lowering ammonia
15 limits due to classification of the receiving stream.

16 More stringent effluent limits may be imposed when technology evolves or stream
17 conditions and discharge requirements change, engendering requirements for
18 significant capital improvements and/or increased operating costs for enhanced
19 treatment performance. Every 3-5 years, NPDES permits are up for renewal, and in
20 any such renewal, more stringent limits may be triggered.

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1 Other potential liability risks from wastewater system operations arise from
2 backups, overflows or releases that may occur from the collection system onto
3 private property or into the environment. As an example, some sewer system
4 operators have been confronted with claims under the federal Comprehensive
5 Environmental Response, Compensation and Liability Act (“CERCLA”) for
6 cleanup of contamination that occurred when wastewater containing “hazardous
7 substances” leaked from wastewater lines into soils or groundwater. While not as
8 extreme, liabilities resulting from wastewater backups into buildings or other
9 unplanned discharges are an inherent part of wastewater system risks.

10 **C. Climate Variability**

11 **71. Q. Does climate variability pose additional risks for water supply utilities such as**
12 **NJAWC?**

13 A. Yes. Whatever the debate may be concerning the causes of climate variability,
14 water supply utilities face the reality of climatic variability and attendant stresses
15 on water resources and system recovery. The recent trend in precipitation
16 throughout Northeastern U.S. has been towards increases in rainfall intensity and
17 rainfall is also projected to increase in amount and persistence in addition to
18 intensity.¹⁰ That means we can expect more intense high-precipitation events, river
19 and coastal floods, along with high damaging storm events – which impact water

¹⁰ USGCRP, 2018: *Impacts, Risks, and Adaptation in the United States: Fourth National Climate Assessment, Volume II*, Chapter 18 - Northeast [Reidmiller, D.R., C.W. Avery, D.R. Easterling, K.E. Kunkel, K.L.M. Lewis, T.K. Maycock, and B.C. Stewart (eds.)]. U.S. Global Change Research Program, Washington, DC, USA, 1515 pp. doi: 10.7930/NCA4.2018, available at <https://nca2018.globalchange.gov/chapter/18/>

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1 utilities. In addition, these climate-related disruptions will exacerbate existing
2 aging infrastructure issues experienced by water utilities.¹¹

3 Water supply systems are fundamentally resource-dependent and, therefore, the
4 effects of climate variability pose a significant on-going risk and create challenges
5 with regard to maintaining a reliable water supply during the full range of potential
6 future conditions, including even what might be assumed to be “normal” periods.
7 The safe yields of water supply sources have historically been evaluated based on
8 historical climatic patterns, data from so called “droughts of record” or dry period
9 frequency analysis. However, changing climatic conditions suggest that historical
10 hydrologic data (which in many cases only reflect 50-100 years of rainfall and
11 stream flow measurement collection – a quite short period in geologic or climatic
12 time) may not accurately predict future conditions. Thus, the calculated safe yield
13 of streams, reservoirs and groundwater wells are put in question as the effects of
14 climate variability are experienced across southeastern United States. Thus, in
15 response to climate variability, water supply systems must address the risks posed
16 to the reliability and resilience of their sources. While droughts are the major
17 challenge for water supply systems, heavy precipitation and high-flow events are
18 the concern of water systems.

19 The effects of climate variability impact the resilience of a system to withstand an
20 event without interruption of providing service to the customers or, if service is
21 interrupted, to restoring the service in a timely manner. Like all large users

¹¹ *Id.*

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1 dependent on electricity from the grid, water utilities must plan for power outages
2 and develop plans for maintaining continuity of operations when such outages
3 occur. Nonetheless, recent weather patterns combined with the issue of aging
4 infrastructure are causing utilities to review traditional planning and design criteria.
5 The design standards for supplies, treatment plants, pump stations and tanks are
6 taken together to achieve a level of zero service outages. The so-called new normal
7 has led experts to look beyond traditional reliability and emergency planning into
8 a world that needs the speed of recovery and resiliency for much more widespread
9 and damaging events. Updating infrastructure to keep up with the increase in
10 extreme weather and ensuring that adequate service can be maintained for extended
11 time periods after an extreme event is just as important as addressing the aging
12 infrastructure.

13 As can be seen in past years, and as demonstrated in the current test year, NJAWC
14 has acted to mitigate the effects of climate change on its facilities. For example, the
15 flood wall construction at the Raritan Millstone WTP helps protect against a 500-
16 year flood event, as recommended by the NJDEP. During this year, the Emergency
17 Generator replacement project at the RMWTP will be well underway and in service
18 in 2020, which will provide for ongoing water delivery during a loss of power event
19 from severe weather events. It should also be noted that the RMWTP has several
20 pumps that are powered by natural gas, further diversifying energy sources which
21 provide for reliable service during extreme weather events.

NEW JERSEY-AMERICAN WATER COMPANY, INC.

1 As discussed previously within my testimony, significant upgrades at the
2 Swimming River Plant (Clearwell Expansion), include a new, efficient emergency
3 generator that will replace several smaller generators at the site. The project also
4 addresses a need to maintain adequate flows in the event of loss of the Newman
5 Springs pump station, a facility that has been identified as vulnerable to the threat
6 from rising sea levels and extreme storm events.

7 The Company looks for ways to reduce or mitigate increases in expense in many
8 areas of the business, which also have an environmental benefit. Examples such as
9 increased leak detection allow for more efficient routing of repair crews to the
10 highest priority leaks. Controlling leaks before they create larger issues results in
11 less fuel usage, and minimizes excavation and repair materials; not to mention
12 inconvenience to customers from interruptions in service, detours and, etc. This
13 proactive approach of deploying active leak detection not only minimizes treatment
14 exposure but also helps preserve source water; every gallon that is saved is a gallon
15 that can be provided at a later date, particularly during times of drought.

16 Another example of NJAWC's commitment to reducing impacts to climate
17 variability while minimizing customer expense is its use of the NJBPU's Office of
18 Clean Energy's Large Energy Users Program. As discussed in Mr. Tom Shroba's
19 testimony, the project included replacement and upgrades to 7 pumps which results
20 in an energy savings of over 945,000 kwh per year. While this will result in a
21 reduced energy bill for the Company and its customers, there is an environmental
22 benefit of reducing greenhouse gas emissions.

NEW JERSEY-AMERICAN WATER COMPANY, INC.

1 Additionally, investments in Automation and Control projects allow for real time
2 operation of remote facilities, which results in reduced operator drive time and
3 vehicle maintenance and fuel use, both during normal operation and during times
4 of extreme weather events.

5 NJAWC has and will continue to evaluate its systems and systematically look for
6 opportunities to add additional standby power capacity, look for ways to diversify
7 its fuel supply and review and implement various other projects to minimize its
8 potential impact to climate change.

9 **72. Q. Does this conclude your direct testimony?**

10 A. Yes, it does.

NEW JERSEY-AMERICAN WATER COMPANY, INC.

Appendix A

1 **1. Q. Please describe your educational background and professional associations.**

2 A. I earned a Bachelor of Mechanical Engineering degree (1991) from Villanova
3 University, Villanova, Pa. I am a registered Professional Engineer in the State of New
4 Jersey and am currently licensed in an inactive status in multiple states including
5 Pennsylvania, Ohio, New York, Missouri, Maryland and Delaware.

6 **2. Q. What has been your business experience?**

7 A. I have over twenty-six years of experience in the water and wastewater utility
8 engineering field. From 1991 to 2001, I was employed by the Bergen County Utilities
9 Authority (“BCUA”) in various engineering positions of increasing responsibility
10 including, Assistant Engineer and Senior Environmental Engineer where I designed,
11 managed and commissioned multi-disciplined wastewater infrastructure projects. I led
12 projects that were focused on operational efficiency and data collection along with
13 significant plant and collection system improvements. Some examples include:

- 14 • Upgrade of all of the BCUA’s open channel flow metering equipment.
- 15 • Management of permitted overflow level monitoring
- 16 • Replacement of 42" PCCP Force Main
- 17 • Rehabilitation of 12” Gravity sewers with fold and form lining technology
- 18 • Treatment plant additions including addition of Sludge thickening centrifuge and
19 associated equipment; polymer feeds, electrical equipment and controls
- 20 • Replacement of Waste Activated Sludge Pumping System

NEW JERSEY-AMERICAN WATER COMPANY, INC.

Appendix A

1 From 2001 through 2011 I was employed by Applied Water Management Inc.
2 (“AWM”), where I worked in various positions of increasing responsibility from staff
3 engineer to Design Build Director (Company Officer). I also held a position of Officer
4 and Director on the Board of Applied Wastewater Management, Inc. (“AWWM”), a
5 New Jersey Board of Public Utilities (“BPU” or “Board”) -regulated subsidiary of
6 AWM. Much of my experience at AWM was in design construction and operations of
7 small, decentralized water and wastewater treatment facilities. My work included
8 responsibility for complete design, construction and facility commissioning for
9 Integrated Biological Membrane Filtration Plants for sewage treatment and discharge
10 to ground water. These plants were designed for strict groundwater discharge limits
11 (Nitrogen) and allowed for a high degree of automation for continuous unattended
12 operation. Water systems design and construction included well stations with treatment
13 (air stripping, disinfection) and distribution equipment (hydro pneumatic tanks,
14 pumping systems, fire flow systems).

15 AWM was a subsidiary company of American Water Works Company, Inc. (“AWW”)
16 until 2011. Upon the completion of the sale of AWM in December 2011, I took a
17 position with AWW as an engineer with the American Water Works Service Company,
18 Inc. (“AWWSC”). I held a Director of Engineering position, primarily supporting
19 business development activities as a technical expert. I also provided engineering
20 support and leadership for various strategic initiatives including wastewater growth
21 opportunities and water/wastewater system planning and infrastructure renewal. In

NEW JERSEY-AMERICAN WATER COMPANY, INC.

Appendix A

1 January of 2014 I was appointed to the position of Vice President - Engineering for
2 NJAWC which position I held until being appointed to my current position as Vice
3 President of Engineering for the Eastern Division in September of 2019.

NJAW Additions to Plant in Service 07/01/19 - 06/30/20

Project	Description	Project Total	In Service Date
118-250063	Raritan Millstone WTP Emergency Power Improvement	14,929,915	3/31/2020
118-260085	60-in PCCP Mitigate-Kenneth Av, S.Plainfield	11,201,538	4/30/2020
118-230010	Sunset Road Sewer Phase 2	8,177,878	12/31/2019
118-250076	Raritan Millstone WTP:Recycle Pumping Station Imprvvements	5,920,367	6/30/2020
118-300002	Vincentown Supply Reliability	5,789,247	12/31/2019
118-120022	South Linwood WTP Improvement	4,126,942	3/31/2020
118-230012	Chestnut Street Lift Sation Improvements	4,101,537	11/20/2019
118-130126	Delran WTP Auatation & Control Upgrades	3,329,973	6/30/2020
118-150108	2018 Millburn Clean & Line Program	3,175,355	9/18/2019
118-130104	Bridgeport-Logan System Consolidation	2,989,238	12/31/2019
118-150048	North Automation & Control Upgrades Phase 4	2,963,876	6/30/2020
118-190022	Coastal North Automation & Control Upgrades Phase 3	2,889,153	6/30/2020
118-190050	Oak Glen Production & Water Quality Lab	2,811,780	6/30/2020
118-260106	EchoShore DX Central Region 2019	2,807,047	12/31/2019
118-180066	McC Campbell Rd Main Replacement	2,685,250	3/31/2020
118-150118	Canoe Brook WTP Mtl Storage & Building Improvements	2,609,958	12/31/2019
118-130121	Delran WTP Roof Replacement	2,599,133	12/31/2019
118-180060	Asbury Ave Tank Improvements	2,548,000	5/31/2020
118-250096	Screen Wash Improvements - Raritan Millstone Low Lift	2,528,542	4/30/2020
118-180065	Tinton Ave 24" Main Replacement	2,500,000	4/30/2020
118-260110	Garwood C&L 2019	2,363,725	10/31/2019
118-260051	2018 Large Energy Users Program - Delran HVAC	2,304,863	5/31/2020
118-150121	Short Hills EchoShore DX - 2019	2,224,421	11/18/2019
118-280004	Fawn Run- WWTP Plant Upgrades	2,110,927	12/31/2019
118-330005	Shorelands Chemical Feed Upgrades	1,985,160	4/30/2020
118-150104	CB and Passaic River Well Improvements	1,975,413	12/31/2019
118-180061	Navesink Tank Rechloramination System	1,874,089	12/31/2019
118-130051	Southwest Automation & Control Upgrades Phase 3	1,825,204	12/31/2019
118-250060	Raritan Millstone Low Lift Control Room	1,712,116	6/30/2020
118-130129	Well 29 Replacement Glendora	1,674,000	6/30/2020
118-330004	Shorelands Well #2 Replacement	1,588,383	10/29/2019
118-150089	Hilltop Rd Phase 1 Main Replacement	1,503,420	8/6/2019
118-250077	RMWTP Filter 31-36 Isolation Gates	1,500,000	5/31/2020
118-150083	North Automation & Control Upgrades Phase 3b	1,350,000	5/31/2020
118-250120	Bridgewater Tank Rechlorination	1,209,282	4/30/2020
118-190043	Howell Well 2 Replacement	1,190,788	3/31/2020
118-260060	Central Automation & Control Upgrades Phase 5b	1,187,184	5/31/2020
118-250119	Cranbury Tank Rechloramination	1,138,062	12/31/2019
118-250118	Canal Road WTP Chemical Waste UST Replacement	1,063,914	10/3/2019
118-260048	2019 PCCP Replacement	1,000,000	12/31/2019
118-220006	West 17th Street Lift Station Replacement	982,205	6/30/2020
118-150120	Pottersville Tank Rechlorination	962,165	4/30/2020
118-260044	2019 Pipe Condition Assessment	927,558	12/31/2019
118-220009	Ocean City - 3rd St Pump Station	909,370	12/31/2019
118-250074	RMWTP Filter Backwash Flow Control	800,000	6/30/2020
118-250121	RMWTP Permanganate Feed Replacement	740,888	7/31/2019
118-150110	Phase 2 Non Revenue Water Reduction Project	717,462	12/31/2019
118-130103	Laurel Springs Environmental Remediation	217,021	12/31/2019
118-250013	Raritan Millstone Utility Mapping	160,000	12/31/2019
118-220007	3rd St Sewer Improvements	158,881	3/31/2020
118-150079	Pottersville Well - Gas Membrane Treatment System	58,000	6/30/2020
Total IP		130,099,230	

NJAW Additions to Plant in Service 07/01/19 - 06/30/20

Project	Description	Project Total	In Service Date
RP-A	New Mains	6,039,802	
RP-B	Replaced Mains	92,348,478	
RP-C	Unscheduled Main Replacements	8,611,262	
RP-E	New Hydrants & Valves	2,889,860	
RP-F	Replaced Hydrants & Valves	16,213,401	
RP-G	New Services	11,951,306	
RP-H	Replaced Services	30,602,661	
RP-I	New Meters	1,687,813	
RP-J	Replaced Meters	21,017,079	
RP-K	ITS Equipment & Enterprise Solutions	14,256,455	
RP-L	SCADA	1,652,602	
RP-M	Security	1,355,099	
RP-N	Offices & Facilities	3,076,776	
RP-O	Vehicles	6,259,998	
RP-P	Tools & Equipment	1,309,794	
RP-Q	Plant Process Equipment	15,828,192	
RP-S	Engineering Studies	2,049,058	
DV	Developer Funded Projects	11,381,033	
Total RP/DV		248,530,669	
Total UPIS Added		378,629,899	

Post Test Year - 7/1/20 through 12/31/20

IP	Description	Est in Service Date	Project Total
I18-180031	Swimming River WTP's 2nd Clearwell	10/31/2020	27,746,555
I18-190046	Howell-to-Lakewood Trans Phase 2	12/31/2020	24,188,360
I18-250035	Raritan Millstone WTP Filters 1-30 Improvements	12/31/2020	16,669,513
I18-190041	Lakewood Facility Relocation	12/31/2020	13,275,000
I18-180050	36-inch Main Replacement - Rumson Pl - Little Silver	12/31/2020	7,434,172
I18-260079	Springfield WTP PFAS Treatment System	12/31/2020	4,339,500
I18-260107	EchoShore DX Central Region 2020	12/31/2020	4,300,000
I18-120044	OC - 52nd St Well Ph 2	12/31/2020	4,111,289
I18-180067	SharkRiver Intake to Glendola Main Improvements	7/31/2020	3,928,156
I18-230034	Level Lane Sewer Upgrades	12/31/2020	3,400,000
I18-250122	RMWTP Buoyancy Flood Risk Improvements	12/31/2020	3,000,000
I18-150052	Diamond Hill Booster Upgrades	12/31/2020	2,000,000
I18-190047	Lakewood MUA Interconnection	7/31/2020	1,900,002
I18-250086	Coles Ave Booster Replacement	12/31/2020	1,303,636
I18-190021	Coastal North Automation & Control Upgrades Phase 2	10/31/2020	1,071,562
I18-250069	Canal Road WTP 2020 GAC Replacement	12/31/2020	1,000,000
I18-130124	Yard Piping upgrades - Voorhees & Fellowship	12/31/2020	819,334
I18-220005	Ocean City Sewer Main Replacements	12/31/2020	720,000
I18-150088	Canoe Brook WTP Raw Water Intake Improvements	12/31/2020	600,000
I18-260018	Mountainside Interconnect Improvements	10/31/2020	275,000
I18-120007	Larger capacity well pump - 35th St	7/31/2020	240,000
I18-150109	Canoe Brook Solar Phase 1	12/31/2020	200,000

Total IP Post Test Additions	122,522,080
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RP Line	Description	
A	New Mains	2,542,374
B	Replaced Mains	26,719,864
C	Unscheduled Main Replacements	3,499,998
E	New Hydrants & Valves	1,712,250
F	Replaced Hydrants & Valves	5,338,242
G	New Services	6,469,996
H	Replaced Services	10,424,099
I	New Meters	928,869
J	Replaced Meters	11,992,886
K	ITS Equipment & Enterprise Solutions	9,718,680
L	SCADA	634,998
M	Security	497,502
N	Offices & Facilities	1,516,665
O	Vehicles	1,833,333
P	Tools & Equipment	595,452
Q	Plant Process Equipment	7,707,002
S	Engineering Studies	1,249,998
DV	Developer Funded Projects	6,000,000

Total RP & DV Post Test Additions	99,382,208
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Total Post Test Year Additions to Plant in Service	221,904,287
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FREQUENTLY ASKED QUESTIONS

WHY AM I RECEIVING THIS INFORMATION?

The water infrastructure in your street is being upgraded. If any portion of the service line from the water main to your house is made of lead, we can replace it during this work.

WHY SHOULD I PARTICIPATE IN THIS PROGRAM?

Your decision to replace an old lead service line is an important one. The U.S. Centers for Disease Control (CDC) and the U.S. Environmental Protection Agency (EPA) recommend replacing the entire lead service line rather than only replacing a portion of the line. Because replacing only a portion of the lead service line can potentially increase the exposure to lead through drinking water, all lead portions of the service line should be replaced.

WHAT IS INCLUDED?

This includes replacement of any lead 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 service line, we will have a certified electrician check your electric system to make sure it's grounded properly.

HOW WILL THIS BE FUNDED?

As part of this project, we will cover a portion, and in some cases all, of the costs related to replacing the customer-owned portion of the lead service line. If there are any costs that you would be responsible for, we'll notify you in advance. Note: Home improvements/modifications or any plumbing code upgrades are not covered.

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 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 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 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?

We need to perform this work as we are upgrading the water infrastructure in your street. We will contact you to schedule a time that works best.

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 SERVICE LINE?

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

IF I'M NOT READY TO REPLACE MY SERVICE LINE NOW, WILL YOU COVER ANY COSTS IF I REPLACE IT LATER?

At this time, this program is only offered when we are upgrading our water infrastructure. If you decide to replace your service line at a later date, we can not guarantee that we could cover the costs. You may need to pay to have a plumber and an electrician perform the work.

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

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

ABOUT LEAD

New Jersey American Water regularly 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 MINIMIZE MY EXPOSURE TO LEAD?

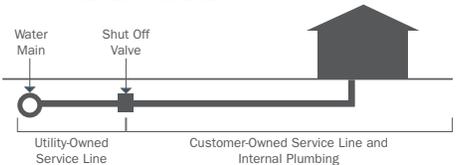
1. If you have a lead service line, replace it.
2. Flush your tap before drinking or cooking with water, if the water in the faucet has gone unused for more than six hours. The longer the water lies dormant in your household's plumbing, the more lead it might contain. Flush your tap with cold water for 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 will be upgrading the water infrastructure along your street in the near future. While we're there, if the utility-owned or customer-owned portion of the service line (see diagram) is made of lead, we'd like to work with you to replace it. Best of all, we'll cover a portion, and in some cases all, of the costs to replace your lead service line.

REPLACING ANY LEAD 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.

INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.



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.

NAME _____

PHONE _____

EMAIL _____



WE KEEP LIFE FLOWING™

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

HERE'S WHAT TO EXPECT...



CALL US.

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



AGREE TO HAVE YOUR SERVICE LINE CHECKED.

We can check to see if your line is lead while we are working on your street.

First, we'll need your approval.



WE'LL CHECK YOUR LINE.

With your approval, our contractor will check to see if your service line is made of lead.

This may involve our contractor obtaining a mark out of underground utilities and checking your home electrical system grounding.

In addition, we may need to dig one to two small test pits over your 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.

We will inform you if lead pipe is found.

And, if it is, we'll need your approval to replace it.

Replacing the entire lead 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 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 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.



FLUSH YOUR PLUMBING.

Your household plumbing will need to be flushed to remove any pipe scale that may have come loose during construction.

This step should be completed BEFORE you consume tap water or use hot water. This also is a good time to clean aerators.

We'll provide you with printed instructions for initial and 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.

See FAQs on the back for more information.



LEARN MORE

CALL US: Contact our 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.

ONLINE: Tips on what you can do to reduce the potential for lead exposure are attached and can be found online at newjerseyamwater.com. Under Water Quality, select Water Quality Reports.

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

Note: We are not selling any services in this program.

PREGUNTAS FRECUENTES

¿POR QUÉ RECIBO ESTA INFORMACIÓN?

La infraestructura del servicio de agua de su calle será modernizada. Si alguna porción de la tubería de servicio desde la tubería de agua principal hasta su hogar está fabricada con plomo, podemos reemplazarla durante este proyecto.

¿POR QUÉ DEBERÍA PARTICIPAR EN ESTE PROGRAMA?

Su decisión de reemplazar la antigua tubería de servicio de plomo es una decisión importante. Los Centros para el Control de Enfermedades (CDC, por sus siglas en inglés) de EE. UU. y la Agencia de Protección Ambiental (EPA, por sus siglas en inglés) de EE. UU. recomiendan que se reemplace la tubería de servicio de plomo en su totalidad en lugar de reemplazar solo una parte de ella. Ya que el reemplazo de una sola parte de la tubería de servicio de plomo puede incrementar potencialmente la exposición al plomo a través del agua potable, debería reemplazarse toda la tubería de servicio.

¿QUÉ SE INCLUYE?

Esto incluye el reemplazo de cualquier porción de la tubería de servicio desde la tubería de agua principal hasta una válvula dentro de su casa que esté fabricada con plomo (hasta 5 pies en el interior de su casa). Si no hay una válvula existente, instalaremos una según sea necesario. Además, si el sistema eléctrico de su casa está conectado a tierra mediante la tubería de plomo, haremos que un electricista matriculado revise su sistema eléctrico para asegurarse de que está conectado a tierra correctamente.

¿CÓMO SE FINANCIARÁ ESTO?

Como parte de este proyecto, cubriremos parcialmente, y en algunos casos de manera total, los costos relacionados con el reemplazo de la porción de la tubería de plomo que es propiedad del cliente. De haber algún costo por el cual usted sería responsable, se lo notificaremos por anticipado. Recuerde: Las mejoras/modificaciones en el hogar o las actualizaciones para cumplir con el código de plomería no están cubiertos.

¿CUÁNTO TIEMPO LLEVARÁ HACER ESTE TRABAJO?

Generalmente, toda la tubería nueva puede instalarse en un día. Podría necesitarse tiempo adicional si hubiera algún obstáculo en el camino, como otra tubería subterránea.

¿DEBO ESTAR EN CASA?

Necesitará estar en su casa durante una parte del trabajo. Para retirar toda la tubería de plomo, necesitaremos acceder a la tubería existente que es de su propiedad en el lugar donde ingresa a su casa. También necesitará estar en su casa para purgar las tuberías una vez concluido el proyecto.

¿CÓMO SE INSTALA UNA NUEVA TUBERÍA DE AGUA?

Existen diversos métodos de construcción que podrían considerarse. Nuestro contratista evaluará las opciones y ofrecerá la que mejor se adecúe a su caso.

¿EL SERVICIO DE AGUA SE INTERRUMPIRÁ DURANTE ESTE TRABAJO?

Puede haber una breve interrupción temporal mientras hacemos la transición de la antigua tubería de plomo a la nueva tubería. Haremos todo lo posible por reducir al mínimo cualquier interrupción.

¿POR QUÉ DEBO PURGAR TODAS LAS TUBERÍAS DE MI CASA DESPUÉS DEL REEMPLAZO DE LA TUBERÍA DE PLOMO?

Al purgar las tuberías de su hogar, puede eliminar cualquier residuo que haya quedado durante la construcción. Los residuos de las tuberías pueden contener plomo; por lo tanto, es importante que las purgue.

SI DECIDO PARTICIPAR, ¿CUÁNDO SE PUEDE PROGRAMAR ESTE TRABAJO?

Necesitamos realizar este trabajo mientras modernizamos la infraestructura del servicio de agua en su calle. Nos comunicaremos con usted para programar un horario que le sea conveniente.

¿LOS FUNCIONARIOS LOCALES TIENEN CONOCIMIENTO DE ESTE TRABAJO?

Sí. Este trabajo será coordinado con la municipalidad local. También pueden ayudarle a comunicarse con nosotros.

EN LUGAR DE REEMPLAZAR LA TUBERÍA DE PLOMO, ¿PUEDO UTILIZAR UN FILTRO PARA ELIMINAR EL PLOMO?

Aunque utilizar filtros calificados para eliminar el plomo puede ser eficaz si el mantenimiento es adecuado, la eliminación de toda la tubería de plomo eliminará el origen del plomo y ayudará a reducir al mínimo el posible riesgo de exposición al plomo en el agua potable.

SI NO ESTOY PREPARADO PARA REEMPLAZAR LA TUBERÍA EN ESTE MOMENTO, ¿CUBRIRÁN ALGÚN COSTO SI LA REEMPLAZO MÁS ADELANTE?

Por ahora, el programa solo se ofrece al momento de modernizar nuestra infraestructura del servicio de agua. Si decide reemplazar la tubería en una fecha posterior, no podemos garantizar que vayamos a cubrir los costos. Deberá pagar a un plomero y a un electricista para realizar el trabajo.

TODAS LAS TUBERÍAS DE MI HOGAR SON DE PLOMO. ¿TAMBIÉN LAS REEMPLAZARÁN?

No, este proyecto solo reemplaza las tuberías de plomo del servicio de agua que van desde la tubería de agua principal hasta la primera válvula, hasta 5 pies en el interior de su casa.

ACERCA DEL PLOMO

New Jersey American Water examina periódicamente la presencia de plomo en el agua potable en nuestro centro de tratamiento, y en sitios representativos del sistema de distribución, y cumplimos con los estándares de agua potable. Para obtener más información, visite newjerseyamwater.com. En la pestaña de Water Quality (calidad del agua), seleccione Water Quality Reports (informes de calidad del agua).

¿QUÉ MEDIDAS PUEDO TOMAR PARA REDUCIR AL MÍNIMO MI EXPOSICIÓN AL PLOMO?

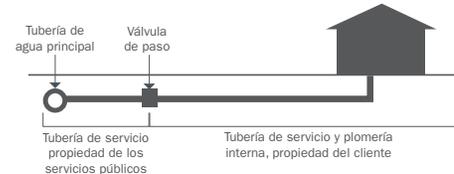
1. Si posee una tubería de servicio de plomo, reemplácela.
2. Purgue el grifo antes de beber o cocinar con agua si el agua del grifo no se utilizó durante más de seis horas. Cuanto más tiempo el agua permanezca estancada en las tuberías de su casa, más cantidad de plomo podrá contener. Purgue el grifo con agua fría entre 30 segundos a dos minutos antes de usarla.
3. Retire y limpie los aireadores o filtros de cada grifo periódicamente.
4. Para obtener más consejos, visite nuestro sitio web.
5. NSF International creó una guía del consumidor para dispositivos certificados de filtración de plomo de NSF a fin de reducir el contenido de plomo en el agua potable. Visite www.nsf.org/info/leadfiltrationguide para obtener más información.



New Jersey American Water modernizará la infraestructura del servicio de agua en la calle donde usted vive muy próximamente. Mientras hacemos esto, si la porción de tubería de servicio que es propiedad de los servicios públicos o del cliente (consulte el diagrama) está fabricada con plomo, nos gustaría colaborar con usted para reemplazarla. Y lo mejor de todo: cubriremos parcialmente, y en algunos casos de manera total, los costos para reemplazar su tubería de servicio de plomo.

REEMPLAZAR LAS TUBERÍAS DE SERVICIO DE PLOMO AYUDA A CONTROLAR EL RIESGO DE LA POSIBLE EXPOSICIÓN AL PLOMO EN EL AGUA POTABLE.

PORCIÓN DE LA TUBERÍA QUE ES PROPIEDAD DE LOS SERVICIOS PÚBLICOS Y LA QUE ES PROPIEDAD DEL CLIENTE



Tenga en cuenta lo siguiente: Este diagrama es una representación genérica, pueden existir variantes.

INFRAESTRUCTURA. UNA FORMA MÁS DE HACER QUE LA VIDA FLUYA.



**NEW JERSEY
AMERICAN WATER**

**WE KEEP LIFE FLOWING™
[AYUDAMOS A QUE LA VIDA FLUYA]**

COMUNÍQUESE CON NOSOTROS

SE LE RUEGA QUE ANALICE LA INFORMACIÓN AQUÍ ADJUNTA y se comunique con nosotros cuanto antes ya que necesitamos su opinión en este importante proyecto que afecta su servicio de agua.

NOMBRE _____

TELÉFONO _____

CORREO ELECTRÓNICO _____

PERMÍTANOS REEMPLAZAR SU TUBERÍA DE SERVICIO EN ESTE MOMENTO SI ESTÁ FABRICADA CON PLOMO.



WE KEEP LIFE FLOWING™
[AYUDAMOS A QUE LA VIDA FLUYA]

PUEDA ESPERAR LO SIGUIENTE...



LLÁMENOS.

Comuníquese con nosotros y le explicaremos el proceso y responderemos a sus preguntas.



PERMÍTANOS REVISAR SU TUBERÍA DE SERVICIO.

Podemos revisar su tubería para ver si es de plomo mientras trabajamos en su calle. Pero antes necesitamos su aprobación.



REVISAREMOS SU TUBERÍA.

Con su aprobación, nuestro contratista revisará si su tubería está fabricada con plomo.

Esto puede implicar que nuestro contratista tenga que obtener una señalización de los servicios públicos subterráneos y verifique la conexión a tierra de su sistema eléctrico.

También es posible que tengamos que hacer uno o dos pozos de sondeo pequeños en la tubería existente para determinar el material del que está compuesto su tubería de servicio. El número y tamaño de los pozos de sondeo puede variar.



LE INFORMAREMOS SI LA TUBERÍA ES DE PLOMO.

Le informaremos si encontramos una tubería de plomo.

Además, de ser así, necesitaremos su aprobación para reemplazarla. Reemplazar toda la tubería de servicio que sea de plomo en este momento puede ayudarle a controlar mejor el riesgo de la posible exposición al plomo en el agua potable.



PERMÍTANOS REEMPLAZAR SU TUBERÍA DE SERVICIO DE PLOMO.

Primero, nos reuniremos con usted para analizar los detalles del proyecto y cómo preparar el área de trabajo.

Luego, antes de poder comenzar, el propietario del edificio debe firmar y entregar una autorización que permita a nuestro contratista trabajar en su propiedad.



REEMPLAZAREMOS LA TUBERÍA DE SERVICIO DE PLOMO.

Nuestro contratista instalará la nueva tubería para el servicio de agua. Generalmente, esto se realiza en un día.

Cualquier trabajo de restauración necesario en el jardín, la entrada para automóviles o la acera puede requerir días adicionales, pero no es necesario que usted se encuentre en su casa mientras completamos la restauración. Sería conveniente que almacene unos cuantos galones de agua para beber mientras se realiza el trabajo de reemplazo.



PURGUE LAS TUBERÍAS.

Será necesario que purgue las tuberías de su casa para eliminar cualquier partícula que se haya podido desprender de las tuberías durante el arreglo.

Este paso debe completarse ANTES de consumir agua del grifo o utilizar agua caliente. También es un buen momento para limpiar los aireadores.

Le ofreceremos instrucciones impresas de cómo purgar inicialmente las tuberías y como purgarlas periódicamente. Nuestro contratista coordinará con usted para llevar a cabo la purgación inicial de las tuberías.



OBTENDREMOS UNA MUESTRA DE AGUA.

Una vez completado el proyecto, programaremos una fecha para obtener las(s) muestra(s) de agua después de haberse purgado las tuberías.

Le informaremos los resultados una vez que estén disponibles.

Consulte las Preguntas frecuentes en el reverso para obtener más información.



MÁS INFORMACIÓN

LLÁMENOS: Comuníquese con nuestro gerente de proyecto al número provisto en la portada.

Los clientes también pueden comunicarse con nuestro Centro de servicio al cliente al 1-800-272-1325, de lunes a viernes de 7 a. m. a 7 p. m. En caso de emergencia, estamos disponibles las 24 horas, los 7 días de la semana.

EN LÍNEA: Se adjuntan sugerencias acerca de lo que puede hacer para reducir la posible exposición al plomo; estas sugerencias puede encontrarlas en línea en newjerseyamwater.com. En la pestaña de Water Quality (calidad del agua), seleccione Water Quality Reports (informes de calidad del agua).

PARA MÁS INFORMACIÓN SOBRE EL AGUA POTABLE EN GENERAL, llame a la línea de ayuda de Agua Potable Segura de la USEPA al 1-800-426-4791.

Recuerde: no vendemos ningún servicio en este programa.

CHECK YOUR WATER SERVICE LINE MATERIAL



The Customer elects for the Company to investigate the Customer's water service line material to determine if it is eligible for Lead Service Line Replacement¹: CHECK HERE

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to New Jersey-American Water Company ("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 investigating the Customer's service line material to determine if it is eligible for Lead Service Line Replacement. This investigation will be 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 six (6) months following the date set forth below.

The Company or its approved contractors and/or subcontractors will make up to three small test borings in the Customer's yard near the Company meter or valve installation ("Installation") or along the service line in the Customer's property. The Company will determine the location and size of the test borings and review with the Customer prior to work being performed.

Upon completion of the work necessary to check the service line material, the Company will restore the Customer's Property as nearly as practicable to its former condition. The Company warrants the workmanship of its restoration of the test boring holes for a period of 2 months following the date set forth below, with the Company's liability limited to the cost of repairing the surface above the test boring. Restoration may include filling in boring hole with soil, applying grass seed or mulch, or patching concrete. Limits of restoration will be discussed with the Customer prior to work being performed.

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 INVESTIGATE THE CUSTOMER SERVICE LINE AT THE COMPANY'S COST AND THE COMPANY'S AGREEMENT TO PROVIDE A 2-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 INVESTIGATING THE CUSTOMER SERVICE LINE.

CUSTOMER(S)

Signature _____ Signature _____

Print Name _____ Print Name _____

Date _____ Date _____

Email _____ Email _____

Phone _____ Phone _____

¹ Lead Service Line Replacement may include replacing all or portions of the domestic water service line if it is made of lead pipe. The service line is defined as the pipe extending from the connection at the water main to the first shut off valve inside the Customer's premise, or as otherwise feasible due to safety constraints. This work is limited to up to 5 feet within the Customer's premise and does not include improvements to the Customer's premise plumbing. Additional details can be found in the pamphlet entitled "Important Notice about Your Water Service and Lead."

See other side if you do NOT permit New Jersey American Water to investigate your service line material.

REVISIÓN DEL MATERIAL DEL QUE ESTÁ COMPUESTA LA TUBERÍA DEL SERVICIO DE AGUA



El Cliente acepta que la Compañía inspeccione el material del que está compuesta la tubería del servicio de agua del Cliente para determinar si es elegible para el reemplazo de la tubería de servicio de plomo¹: HAGA CLIC AQUÍ

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 (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 inspeccionar el material del que está compuesta la tubería de servicio del Cliente y determinar si es elegible para el reemplazo de la tubería de servicio de plomo. Esta inspección no tendrá ningún costo para el Cliente.

DIRECCIÓN DE LA PROPIEDAD: _____

Ciudad _____ Estado _____ Código postal _____

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

El plazo del permiso será de seis (6) meses a partir de la fecha establecida a continuación.

La Compañía o sus contratistas y subcontratistas aprobados realizarán hasta tres perforaciones de prueba en el jardín del Cliente cerca del medidor de la Compañía o la instalación de la válvula (la "Instalación") o a lo largo de las tuberías de servicio en la propiedad del Cliente. La Compañía determinará la ubicación y el tamaño de las perforaciones de prueba y hablará con el Cliente antes de que se realice el trabajo.

Una vez terminadas las tareas necesarias para verificar el material del que está compuesta la tubería de servicio, la Compañía restablecerá la Propiedad del Cliente, en la medida de lo posible, a las condiciones en que se encontraba previamente. La Compañía garantiza el trabajo de restauración de las perforaciones de prueba por un período de 2 meses luego de la fecha que se indica a continuación, y la responsabilidad de la Compañía se limita al costo de reparación de la superficie que se encuentra sobre la perforación de prueba. La restauración podría incluir rellenar la perforación de prueba con tierra, plantar semillas de césped, aplicar mantillo o hacer un parche de cemento. Los límites de la restauración se analizarán con el Cliente antes de que se realice el trabajo.

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 INSPECCIÓN DE LAS TUBERÍAS DE SERVICIO DEL CLIENTE (CUYOS GASTOS CORREN POR CUENTA DE LA COMPAÑÍA) Y EL COMPROMISO DE LA COMPAÑÍA DE PROPORCIONAR UNA GARANTÍA LIMITADA DE 2 MESES POR EL TRABAJO REALIZADO, EL CLIENTE ACEPTA INDEMNIZAR, LIBERAR Y EXIMIR 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 INSPECCIÓN DE LA TUBERÍA DE SERVICIO DEL CLIENTE.

CLIENTE(S)

Firma _____

Firma _____

Nombre en letra de imprenta _____

Nombre en letra de imprenta _____

Fecha _____

Fecha _____

Correo electrónico _____

Correo electrónico _____

Teléfono _____

Teléfono _____

¹ El reemplazo de la tubería de servicio de plomo podría incluir el reemplazo de la totalidad o partes de la tubería de servicio de agua doméstica si esta es una tubería de plomo. La tubería de servicio se define como la tubería que se extiende desde la conexión en la tubería de agua principal hasta la primera válvula de paso dentro de las instalaciones del Cliente, o según lo permitan las restricciones de seguridad. El trabajo se limita a 5 pies dentro de las instalaciones del Cliente y no incluye mejoras a las tuberías de las instalaciones del cliente. Hay información adicional en el folleto titulado "Aviso importante acerca del servicio de agua y el plomo".

Consulte el dorso de esta página si NO permite que New Jersey American Water inspeccione el material del que está compuesta la tubería de servicio.

CHECK YOUR WATER SERVICE LINE MATERIAL



The Customer does not permit the Company to investigate the Customer's water service line material for the purpose of determining if it is eligible for Lead Service Line Replacement:

CHECK HERE

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 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 service line may be made of lead pipe. The Customer does not permit the Company to investigate the Customer's water service line to determine if it is eligible for LEAD SERVICE LINE REPLACEMENT¹. The Customer acknowledges that it has received and read the "Important Notice About Your Water Service and Lead" and "Lead" information sheets provided by the Company.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

CUSTOMER(S)

Signature _____	Signature _____
Print Name _____	Print Name _____
Date _____	Date _____
Email _____	Email _____
Phone _____	Phone _____

¹ Lead Service Line Replacement may include replacing all or portions of the domestic water service line if it is made of lead pipe. The service line is defined as the pipe extending from the connection at the water main to the first shut off valve inside the Customer's premise, or as otherwise feasible due to safety constraints. This work is limited to up to 5 feet within the Customer's premise and does not include improvements to the Customer's premise plumbing. Additional details can be found in the pamphlet entitled "Important Notice about Your Water Service and Lead."

See other side to permit New Jersey American Water to investigate your service line material.

REVISIÓN DEL MATERIAL DEL QUE ESTÁ COMPUESTA LA TUBERÍA DEL SERVICIO DE AGUA



El Cliente no permite que la Compañía inspeccione el material del que está compuesta la tubería del servicio de agua del Cliente con el fin de determinar si es elegible para el reemplazo de la tubería de servicio de plomo:

HAGA CLIC AQUÍ

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 ha(n) sido notificado(s) por la Compañía acerca de la posibilidad de que la tubería de servicio de agua del Cliente sea de plomo. El Cliente no permite que la Compañía inspeccione la tubería del servicio de agua del Cliente para determinar si es elegible para el REEMPLAZO DE LA TUBERÍA DE SERVICIO DE PLOMO¹. 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" proporcionadas por la Compañía.

DIRECCIÓN DE LA PROPIEDAD: _____

Ciudad _____ Estado _____ Código postal _____

CLIENTE(S)

Firma _____ Firma _____

Nombre en letra de imprenta _____ Nombre en letra de imprenta _____

Fecha _____ Fecha _____

Correo electrónico _____ Correo electrónico _____

Teléfono _____ Teléfono _____

¹ El reemplazo de la tubería de servicio de plomo podría incluir el reemplazo de la totalidad o partes de la tubería de servicio de agua doméstica si esta es una tubería de plomo. La tubería de servicio se define como la tubería que se extiende desde la conexión en la tubería de agua principal hasta la primera válvula de paso dentro de las instalaciones del Cliente, o según lo permitan las restricciones de seguridad. El trabajo se limita a 5 pies dentro de las instalaciones del Cliente y no incluye mejoras a las tuberías de las instalaciones del cliente. Hay información adicional en el folleto titulado "Aviso importante acerca del servicio de agua y el plomo".

Consulte el dorso de esta página si desea permitir que New Jersey American Water inspeccione el material del que está compuesta la tubería de servicio.



SERVICE LINE ASSESSMENT RESULTS

Thank you for allowing us to take a closer look at your service line. We care about our customers and believe this is an important step in assessing your household's exposure to lead.

HERE'S WHAT WE FOUND

YOUR SERVICE LINE DOES NOT APPEAR TO BE MADE OF LEAD PIPE.

FLUSH BEFORE USING WATER FOR DRINKING OR COOKING. You should flush your household plumbing to remove any pipe scale that may have come loose in the process of checking your service line. Pipe scales may contain lead from old plumbing. To flush your line, please remove the aerator on the faucet(s) used for drinking or cooking, and run the water for 5 minutes before use. Then, clean and replace the aerators on the faucet(s).

If the main in your street is being replaced, we'll provide you with further details as the project progresses. If you have questions, please contact us at the number provided below.

Thank you.

Date: ____/____/20____ Time: _____ a.m. / p.m.

NJ.SLR.3a 04-2018



**NEW JERSEY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7.

1-800-272-1325



RESULTADOS DE LA EVALUACIÓN DE LA TUBERÍA DE SERVICIO

Gracias por permitirnos revisar más detenidamente su tubería de servicio. Nuestros clientes son valiosos para nosotros y creemos que este es un paso importante para evaluar la exposición al plomo en su hogar.

ENCONTRAMOS LO SIGUIENTE:

SU TUBERÍA DE SERVICIO NO PARECE SER UNA TUBERÍA DE PLOMO.

PURGUE LAS TUBERÍAS ANTES DE USAR AGUA PARA BEBER O COCINAR. Será necesario que purgue las tuberías de su hogar para eliminar cualquier residuo que pudiera haberse desprendido mientras se revisaba la tubería de servicio. Los residuos de las tuberías podrían contener plomo de las viejas tuberías. Para purgar la tubería, retire el aireador de los grifos utilizados para beber o cocinar y deje correr el agua durante 5 minutos antes de usar. Luego, limpie y vuelva a colocar los aireadores de los grifos.

Si se reemplazará la tubería de agua principal en su calle, le brindaremos más detalles a medida que avance el proyecto. Si tiene alguna pregunta, llámenos al número que aparece a continuación.

Muchas gracias.

Fecha: ____/____/20____ Hora: _____ a.m. / p.m.



**NEW JERSEY
AMERICAN WATER**

CUSTOMER SERVICE
HORARIOS DE ATENCIÓN: De lunes a viernes,
de 7 a. m. a 7 p. m.
PARA EMERGENCIAS: Estamos disponibles
las 24 horas, los 7 días de la semana.

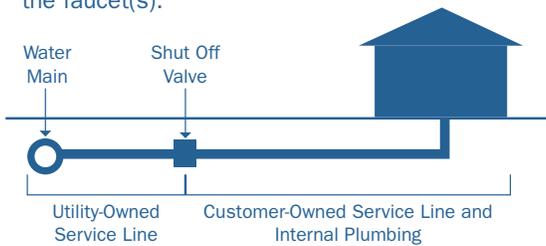
1-800-272-1325



SERVICE LINE ASSESSMENT RESULTS

Today, we assessed the service line and found that portions of the following appear to be made of lead or contain lead:

- Utility-owned portion of the service line.**
We will replace this during our course of work.
- Customer-owned portion of the service line.**
We would like to talk to you about replacing this section during our course of work. **PLEASE CONTACT US AT THE NUMBER LISTED BELOW.**
- FLUSH BEFORE USING WATER FOR DRINKING OR COOKING.** You should flush your household plumbing to remove any pipe scale that may have come loose in the process of checking your service line. Pipe scales may contain lead from old plumbing. To flush your line, please remove the aerator on the faucet(s) used for drinking or cooking, and run the water for 5 minutes before use. Then, clean and replace the aerators on the faucet(s).



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

Date: ____/____/20____ Time: _____ a.m. / p.m.

NJ.SLR.3b 04-2018



**NEW JERSEY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7.

1-800-272-1325

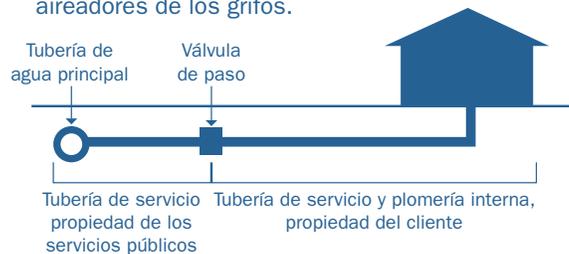


RESULTADOS DE LA EVALUACIÓN DE LA TUBERÍA DE SERVICIO

En el día de hoy revisamos la tubería de servicio y detectamos que algunas de las siguientes porciones aparentan ser de plomo o contener plomo:

- Porción de la tubería del servicio de agua que es propiedad de los servicios públicos.** La reemplazaremos durante el curso de este proyecto.
- Porción de la tubería del servicio de agua que es propiedad del cliente.** Nos gustaría hablar con usted acerca del reemplazo de esta sección durante el curso de este proyecto. **COMUNÍQUESE CON NOSOTROS AL NÚMERO QUE SE INDICA A CONTINUACIÓN.**

- PURGUE LAS TUBERÍAS ANTES DE USAR AGUA PARA BEBER O COCINAR.** Será necesario que purgue las tuberías de su hogar para eliminar cualquier residuo que pudiera haberse desprendido mientras se revisaba la tubería de servicio. Los residuos de las tuberías podrían contener plomo de las viejas tuberías. Para purgar la tubería, retire el aireador de los grifos utilizados para beber o cocinar y deje correr el agua durante 5 minutos antes de usar. Luego, limpie y vuelva a colocar los aireadores de los grifos.



Tenga en cuenta lo siguiente: Este diagrama es una representación genérica, pueden existir variantes.

Fecha: ____/____/20____ Hora: _____ a.m. / p.m.



NEW JERSEY
AMERICAN WATER

SERVICIO AL CLIENTE

HORARIOS DE ATENCIÓN: De lunes a viernes,
de 7 a. m. a 7 p. m.

PARA EMERGENCIAS: Estamos disponibles
las 24 horas, los 7 días de la semana.

1-800-272-1325

LEAD WATER SERVICE LINE REPLACEMENT



The Customer elects for the Company to replace the Customer's lead water service line: CHECK HERE

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to New Jersey-American Water Company (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 connecting the Customer's residence to the Company water service line adjacent to the Property, 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 six (6) months following the date set forth below.

The Company or its approved contractors and/or subcontractors will replace the Company service line from the water main to a Company meter or valve installation ("Installation") at the Customer's Property line at no cost to the customer. The Company will determine the location of the Installation. The Company's service line and the Installation will be owned and maintained by the Company.

The Company or its approved contractors and/or subcontractors will install a Customer connecting line from the Installation 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 effect the new connection, 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 service 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 SERVICE 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 SERVICE LINE.

CUSTOMER

Signature _____

Signature _____

Print Name _____

Print Name _____

Date _____

Date _____

Email _____

Email _____

Phone _____

Phone _____

NEW JERSEY-AMERICAN WATER COMPANY

Signature _____

Print Name _____

Date _____

Phone _____

PLEASE RETURN TO:

REEMPLAZO DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA



El Cliente acepta que la Compañía reemplace la tubería de plomo del servicio de agua del Cliente:

HAGA CLIC AQUÍ

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 (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 conectar la residencia del Cliente con la tubería de servicio de agua de la Compañía adyacente a la Propiedad, sin ningún costo para el Cliente.

DIRECCIÓN DE LA PROPIEDAD: _____

Ciudad _____ Estado _____ Código postal _____

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

El plazo del permiso será de seis (6) meses a partir de la fecha establecida a continuación.

La Compañía o sus contratistas y subcontratistas aprobados reemplazarán la tubería de servicio de la Compañía desde la tubería de agua principal hasta el medidor de la Compañía o la instalación de la válvula (la “Instalación”) en la tubería de la Propiedad del Cliente, sin ningún costo para el cliente. La Compañía determinará la ubicación de la Instalación. La tubería de servicio de la Compañía y la Instalación serán propiedad de la Compañía y serán mantenidas por esta.

La Compañía o sus contratistas y subcontratistas aprobados instalarán una tubería de conexión del Cliente desde la Instalación hasta la residencia del Cliente. La tubería de conexión del Cliente actualmente es propiedad del Cliente y continuará siendo propiedad de este y mantenida por este.

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 la nueva conexión, la Compañía restablecerá la Propiedad del Cliente, en la medida de lo posible, a las condiciones en que se encontraba previamente. La Compañía garantiza el trabajo de instalación de la tubería de servicio 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 SERVICIO 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 INDEMNIZAR, LIBERAR Y EXIMIR 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 SERVICIO DEL CLIENTE.

CLIENTE

Firma _____

Firma _____

Nombre en letra de imprenta _____

Nombre en letra de imprenta _____

Fecha _____

Fecha _____

Correo electrónico _____

Correo electrónico _____

Teléfono _____

Teléfono _____

NEW JERSEY-AMERICAN WATER COMPANY

Firma _____

Nombre en letra de imprenta _____

Fecha _____

Teléfono _____

POR FAVOR DEVUELVA:

LEAD WATER SERVICE LINE REPLACEMENT



The Customer does NOT elect for the Company to replace Customer's lead water service line:

CHECK HERE

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 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 service line is made of lead pipe. The Customer acknowledges that it elects not to permit the Company to replace the Customer-owned water service 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 _____

CUSTOMER

Signature _____

Signature _____

Print Name _____

Print Name _____

Date _____

Date _____

Email _____

Email _____

Phone _____

Phone _____

PLEASE RETURN TO:

REEMPLAZO DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA



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

Cliente: HAGA CLIC AQUÍ

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. 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 _____

CLIENTE

Firma _____ Firma _____

Nombre en letra de imprenta _____ Nombre en letra de imprenta _____

Fecha _____ Fecha _____

Correo electrónico _____ Correo electrónico _____

Teléfono _____ Teléfono _____

POR FAVOR DEVUELVA:



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING™



WE'RE INVESTING IN YOUR NEIGHBORHOOD.

BE SAFE. SLOW DOWN IN WORK ZONES.

Your safety, as well as the safety of your neighbors and our workers, is important to us! We work hard to keep our job sites safe, and we appreciate your effort to slow down and use caution around the construction site.



QUESTIONS?

Call our project contact, listed at the right.

We can also be reached at our Customer Service Center: 1-800-272-1325
Hours: 7 a.m.–7 p.m.
For emergencies, we're available 24/7.

NJ.SLR.5 04-2018

MAIN REPLACEMENT PROJECT TO START SOON

At New Jersey American Water, we're committed to providing our customers with safe, reliable water service. This requires investing in our treatment and distribution systems, and one of these projects is about to take place near you. The project involves replacing aging water main, as well as utility-owned service lines and fire hydrants along the pipeline route (see reverse for more information about service lines).

PROJECT OVERVIEW AND WHAT YOU CAN EXPECT

- **Install, disinfect, test and place new main into service.** While we interconnect the new main to distribution system, customers may experience a temporary service interruption. Customers may also experience a slight discoloration of water. If this happens, run the water until it is clear.
- **Replace utility-owned service lines and transfer customers to the new main.** Once the main is installed, we'll return to connect customers to the new main. This may involve replacing utility-owned service lines. If we're replacing the utility-owned service line at your property, typically there is a 30- and 60-minute interruption of service while the contractor connects the new service line. We'll attempt to notify customers 24 hours in advance. We'll also notify you on the day the service line is replaced with 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. You may want to consider storing a few gallons of water for drinking and cooking during the service line work.
- **Perform final paving and any restoration of concrete, driveway, grass and landscaping.**

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.

ABOUT THE PROJECT

Investment:

What:

Where:

When:

Work Hours:

Project Contact:

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: The property owner is responsible for this portion. It extends from the company shut off valve to the inside plumbing.

If we replace 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.

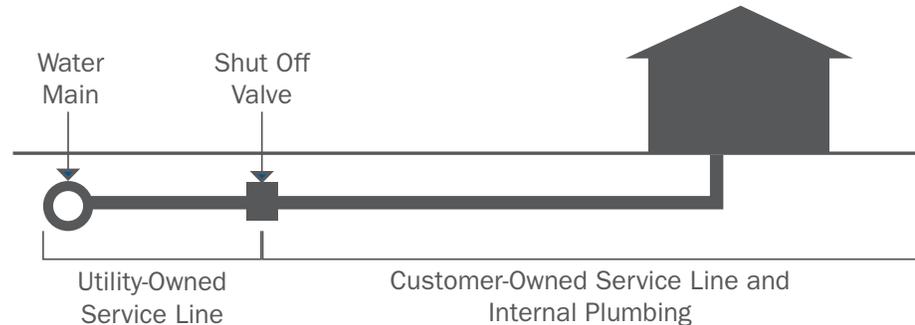
WHAT'S YOUR SERVICE LINE MADE OF?

Over the years, plumbers have used many different materials, including copper, PVC, lead and others. One way to find out what your service line is made of is to contact a licensed plumber. If we find lead during the course of our main replacement project, we'll contact you to discuss replacing your service line. Replacing lead service lines reduces your potential exposure to lead. To learn more, visit newjerseyamwater.com. Under Water Quality, select Lead and Drinking Water.



NEW JERSEY
AMERICAN WATER

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



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

TRAFFIC FLOW AND ACCESSIBILITY

Sections of street where construction is taking place may be closed during work hours. All traffic control will be coordinated with local police or road authorities. Motorists should use caution, obey traffic signs and follow detour routes when driving in the area.

NOISE

As with any construction project, some noise will be unavoidable with this project. We apologize for any inconvenience, and appreciate your understanding and cooperation.

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?

New Jersey American Water uses a high-speed mass-notification system called "CodeRED" to keep customers informed about water-related emergencies and alerts. Log on to our online self-service portal (amwater.com/myaccount) to make sure your contact information is up-to-date. While you're there, tell us how you prefer to receive our notifications: by phone, text and/or email.*

**Standard text, data and phone rates may apply.*

newjerseyamwater.com



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.




IT'S TIME TO FLUSH YOUR WATER LINE

Dear Valued Customer,

Today, we replaced the utility-owned portion of the water service line from the company's main in the street to the company shut off valve (generally located near the curb). Some sediment or debris may have come loose during removal of the pipe.

Now, we'll need you to flush your household plumbing BEFORE you consume tap water or use hot water. For example, this includes drinking, cooking, making baby formula, filling pet bowls, or using icemakers, filtered water dispensers or appliances requiring water.



Flushing Your Plumbing in Three Simple Steps



1. Remove faucet aerator on your kitchen faucet, and if applicable, bypass any home treatment unit.
2. Fully open the cold water tap and let the water run for at least 5 minutes. Monitor tap and drain to prevent overflows.
3. Clean and replace the faucet aerator.

For more information on your water quality, call us or visit us online at www.newjerseyamwater.com. Under Water Quality, select Water Quality Reports.

Date: ____/____/20____ Time: _____ a.m. / p.m.

NJ.SLR.6 04-2018



**NEW JERSEY
AMERICAN WATER**
WE KEEP LIFE FLOWING™

CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7.

1-800-272-1325





ES HORA DE PURGAR LA TUBERÍA DEL AGUA

Estimado preciado cliente,
El día de hoy, reemplazamos la porción de la tubería del servicio de agua que es propiedad de los servicios públicos, y que va de la tubería principal de la compañía en la calle a la válvula de paso de la compañía (generalmente ubicada cerca de la acera). Es posible que se haya desprendido algo de sedimento y escombros durante el cambio de la tubería.

Ahora usted debe purgar la tubería de su casa ANTES de consumir el agua del grifo, o utilizar agua caliente. Por ejemplo, el agua para tomar, cocinar, preparar fórmula para bebés, llenar los platos de agua para las mascotas, o utilizar las máquinas de hielo, los dispensadores de agua filtrada o los electrodomésticos que requieran agua.

Purgue la tubería en tres sencillos pasos

1. Retire el aireador del grifo de la cocina, y de ser el caso, evite cualquier unidad de tratamiento de agua para el hogar.
2. Abra completamente el grifo de agua fría y deje que el agua corra por lo menos 5 minutos. Vigile el grifo y el desagüe para evitar que el agua se desborde.
3. Limpie y vuelva a colocar el aireador del grifo.

Para más información sobre la calidad del agua, llámenos o visítenos en línea en www.newjerseyamwater.com. En la pestaña de Water Quality (calidad del agua), seleccione Water Quality Reports (informes de calidad del agua).

Fecha: ____/____/20____ Hora: _____ a.m. / p.m.



**NEW JERSEY
AMERICAN WATER**

CUSTOMER SERVICE
HORARIOS DE ATENCIÓN:
De lunes a viernes de 7 a. m. a 7 p. m.
PARA EMERGENCIAS:
Estamos disponibles las 24 horas, los 7 días a la semana.
1-800-272-1325



FOR MORE INFORMATION

New Jersey American Water meets all drinking water standards related to lead.

Basic information about lead, the steps we take—along with tips on what you can do—to reduce the potential for lead exposure can be found using the resources listed below.

For example, older plumbing fixtures like faucets, valves and solder can contain small amounts of lead, so flushing can help reduce lead exposure.

RESOURCES

Visit us online at newjerseyamwater.com. Under Water Quality, select Lead and Drinking Water.

USEPA's Safe Drinking Water Hotline:
1-800-426-4791

National Lead Information Center: 1-800-424-LEAD

Information on Home Water Filters:
www.nsf.org

Please note: homeowners are responsible for their home plumbing.



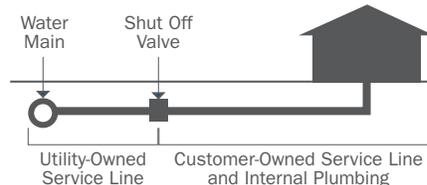
FLUSHING INSTRUCTIONS

TODAY, WE REPLACED THE FOLLOWING AT YOUR PROPERTY BECAUSE IT CONTAINED LEAD:

- Utility-owned portion of the service line
- Customer-owned portion of the service line
- Other _____

Your household plumbing will need to be flushed to remove any pipe scale that may have come loose during construction, in case it contains lead.

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



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

PLEASE TAKE THE FOLLOWING STEPS TO MINIMIZE YOUR EXPOSURE TO ANY SCALE THAT MAY HAVE BEEN RELEASED.

IMMEDIATE WHOLE HOUSE FLUSH

Flush your household plumbing BEFORE you consume tap water or use hot water.

This includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

1. Find the closest cold water tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home treatment unit(s).
2. Fully open the cold water tap and let the water run for at least 30 minutes.

Next, flush the remainder of your household plumbing as follows¹:

3. Find all cold water faucets that will drain properly into a basin, tub, shower or laundry tub.
4. Remove any aerators and screens from the faucets that will be flushed. **DO NOT** flush with aerators on. Skip any faucets where aerators can not be removed. **If applicable:** Remove any filter devices.
5. Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
6. Let the water run for at least 30 minutes at the last tap you open on the top floor.
7. Turn off each tap starting with the taps top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

DAILY AND MONTHLY MAINTENANCE FOR SIX MONTHS

Other steps to help manage your potential exposure include:

- **DAILY (for six months):** Each morning or any time the water in the faucet has gone unused for more than six hours, flush your tap for five minutes before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for six months):** Remove and clean all faucet aerators. After six months, clean aerators twice a year.

¹Source: American Water Works Association (AWWA)

QUESTIONS?

Name _____ Phone _____ Email _____



QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.

Date: _____ Time: _____ a.m. / p.m.



WE KEEP LIFE FLOWING™

PARA MÁS INFORMACIÓN

New Jersey American Water cumple con todos los estándares de agua potable en lo que respecta al plomo.

Puede encontrar información básica sobre el plomo, las medidas que tomamos, junto con consejos de lo que usted puede hacer para reducir la posible exposición al plomo usando los recursos a continuación.

Por ejemplo, la fontanería antigua como los grifos, las válvulas y la soldadura pueden contener pequeñas cantidades de plomo, por tanto purgar las tuberías puede ayudar a reducir la exposición al plomo.

RECURSOS

Visítenos en línea en newjerseyamwater.com. En la pestaña de Water Quality (calidad del agua), seleccione Lead and Drinking Water (plomo y agua potable).

Línea de ayuda de Agua Potable Segura de la USEPA: 1-800-426-4791

National Lead Information Center [Centro Nacional de Información acerca del Plomo]: 1-800-424-LEAD

Información sobre filtros de agua en los hogares: www.nsf.org

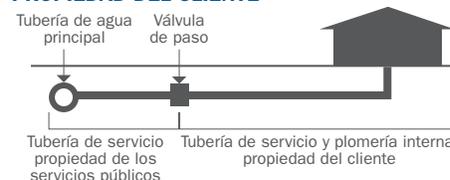
Le rogamos que tenga en cuenta que los propietarios son responsables por la plomería de sus hogares.

INSTRUCCIONES DE PURGA

EL DÍA DE HOY, REEMPLAZAMOS LO SIGUIENTE EN SU PROPIEDAD PORQUE CONTENÍA PLOMO:

- Porción de la tubería del servicio de agua que es propiedad de los servicios públicos
- Porción de la tubería del servicio de agua que es propiedad del cliente.
- Otro _____

PORCIÓN DE LA TUBERÍA QUE ES PROPIEDAD DE LOS SERVICIOS PÚBLICOS Y LA QUE ES PROPIEDAD DEL CLIENTE



Tenga en cuenta lo siguiente: Este diagrama es una representación genérica, pueden existir variantes.

Será necesario que purgue las tuberías de su casa para eliminar cualquier partícula que se haya podido desprender de las tuberías durante el arreglo, en caso de que contenga plomo.

SE LE RUEGA QUE SIGA LAS SIGUIENTES INSTRUCCIONES PARA MINIMIZAR SU EXPOSICIÓN A CUALQUIER PARTÍCULA QUE PUDIERA HABERSE DESPRENDIDO.

PURGA INMEDIATA DEL AGUA DE TODA LA CASA

Purgue la tubería de su casa ANTES de consumir el agua del grifo o utilizar agua caliente.

Esto incluye el agua para tomar, cocinar, preparar fórmula para bebés, llenar los platos de agua para las mascotas o utilizar electrodomésticos que requieran agua, como las máquinas de hielo y los dispensadores de agua filtrada.

1. Localice el grifo de agua fría más cercano a la tubería por donde llega el agua a su casa (puede ser la toma para la manguera afuera de su casa, o la toma para la lavadora/ el lavadero). Si utiliza un grifo localizado afuera, use una manguera para dirigir el agua en sentido opuesto a su casa. **Si corresponde:** retire el aireador de los grifos y omita cualquier unidad de tratamiento de agua en el hogar.
2. Abra completamente el grifo de agua fría y deje que el agua corra por lo menos 30 minutos.

Después, purgue el resto de la plomería de su hogar de la siguiente forma¹:

3. Busque todos los grifos de agua fría que puedan drenarse debidamente en el lavamanos, la tina, ducha o el lavadero de la lavandería.
4. Retire todos los aireadores y las rejillas de todos los grifos que vaya a purgar en su casa. NO realice la purga con los aireadores colocados. Omita los grifos a los que no puede retirar los aireadores. Si corresponde: retire cualquier dispositivo de filtros.
5. Empezando en el piso más bajo en su casa y subiendo uno a uno, abra completamente los grifos de agua fría en toda la casa. Asegúrese de vigilar todos los grifos y desagües para evitar que el agua se desborde.
6. Deje que el agua corra por lo menos 30 minutos a partir del momento en que abrió el último grifo en el piso superior.
7. Cierre todos los grifos comenzando por los grifos de los pisos superiores y vaya bajando hasta la planta baja. Limpie y vuelva a colocar los aireadores de los grifos a medida que vaya bajando.

MANTENIMIENTO DIARIO Y MENSUAL DURANTE SEIS MESES

Otros pasos para ayudar a controlar la posible exposición son:

- **DIARIAMENTE (durante seis meses):** Todas las mañanas o toda vez que no se haya usado el agua del grifo durante más de seis horas, purgue el grifo durante cinco minutos antes de usar el agua para tomar, cocinar o preparar fórmula para bebés.
- **MENSUALMENTE (durante seis meses):** Retire y limpie todos los aireadores de los grifos. Una vez transcurridos seis meses, limpie los aireadores dos veces al año.

¹Fuente: Asociación Estadounidense de Obras Hidráulicas (American Water Works Association o AWWA)

¿PREGUNTAS?

Nombre _____ Teléfono _____ Correo electrónico _____



**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**

Fecha: _____ Hora: _____ a.m. / p.m.



WE KEEP LIFE FLOWING™

YOU ARE RECEIVING THIS COMMUNICATION BECAUSE YOUR SERVICE LINE APPEARS TO BE LEAD.

FOR MORE INFORMATION

New Jersey American Water meets all drinking water standards related to lead.

Basic information about lead, the steps we take—along with tips on what you can do—to reduce the potential for lead exposure can be found using the resources listed on the reverse side.

For example, older plumbing fixtures like faucets, valves and solder can contain small amounts of lead, so flushing can help reduce lead exposure.

FLUSHING FOLLOWING A PARTIAL LEAD SERVICE LINE REPLACEMENT

WHAT DO I NEED TO KNOW?

Your service line contains lead pipe. You should follow the recommendations in this flyer to better manage your potential exposure to lead in your drinking water. Lead can be harmful even at very low levels and can accumulate in our bodies over time, so wherever possible, steps should be taken to reduce or eliminate your household's exposure. While risks vary based on individual circumstances and the amount of water consumed, no concentration of lead is considered "safe." Households with pregnant women, infants, or young children are most vulnerable to the harmful effects of lead at low levels.

WHAT CAN I DO?

- **FLUSH:** Routinely flush your plumbing and clean faucet aerators, especially after Partial Lead Service Line Replacement
- **WHEN:** Daily, weekly and monthly per the guidelines on this flyer.
- **WHY:** Because the service line you own is made of lead pipe and you chose not to replace it during our work, you should now take precautions to manage your water quality and reduce your potential exposure to lead in water.

WHAT ELSE CAN I DO?

Consider replacing customer-owned lead pipes and fixtures in your household plumbing.

ARE THERE STEPS I SHOULD TAKE TO PROTECT MY DEVELOPING BABY, INFANT OR YOUNG CHILDREN?

According to the Centers for Disease Control and Prevention (CDC), households with pregnant women, infants or young children should be especially aware of the potential for lead exposure through drinking water. Consider having your water tested at a certified laboratory. If lead is detected, consider purchasing a filter certified for lead removal or using an alternate source of water until the problem is corrected. Babies and young children are most vulnerable to the harmful effects of lead at low levels. U.S. EPA estimates infants who consume mostly mixed formula can receive 40 percent to 60 percent of their exposure to lead from drinking water.

DO ALL HOME FILTERS AND OTHER WATER TREATMENT DEVICES REMOVE LEAD?

No. If you purchase a water filter or home treatment device, make sure it is independently certified for lead removal and that you maintain it properly. Find out more at www.nsf.org.

Because lead is colorless and tasteless, lead is not readily apparent in water. In fact, the only way to know for certain whether your drinking water contains lead is to have your water tested by a certified laboratory.



QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.



WE KEEP LIFE FLOWING™

LEARN MORE

Visit us online at newjerseyamwater.com. Under Water Quality, select Lead and Drinking Water.

USEPA's Safe Drinking Water Hotline
1-800-426-4791

National Lead Information Center: 1-800-424-LEAD

Information on Home Water Filters:
www.nsf.org

Please note: homeowners are responsible for their home plumbing.

QUESTIONS

Name

Phone

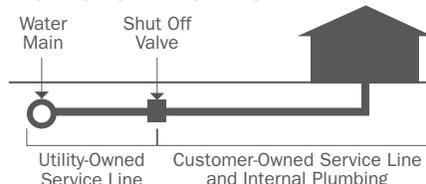
Email

FLUSHING FOLLOWING A PARTIAL LEAD SERVICE LINE REPLACEMENT

TODAY, WE REPLACED THE UTILITY-OWNED SERVICE LINE AT YOUR PROPERTY.

Your customer-owned service line contains lead. As a result, your household plumbing will need to be flushed routinely to remove any pipe scale that may come loose, in case it contains lead.

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



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

PLEASE TAKE THE FOLLOWING STEPS TO MINIMIZE YOUR POTENTIAL EXPOSURE TO LEAD.

IMMEDIATE WHOLE HOUSE FLUSH

Flush your household plumbing BEFORE you consume tap water or use hot water.

This includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

1. Find the closest cold water tap to where the water line comes into the home (such as an outside hose bib or laundry/utility sink). If using outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home treatment unit(s).
2. Fully open the cold water tap and let the water run for at least 30 minutes.

Next, flush the remainder of your household plumbing as follows¹:

3. Find all cold water faucets that will drain properly into a basin, tub, shower or laundry tub.
4. Remove any aerators and screens from the faucets that will be flushed. **DO NOT** flush with aerators on. Skip any faucets where aerators can not be removed. **If applicable:** Remove any filter devices.
5. Beginning in the lowest level of the home and working your way up, fully open the cold water taps throughout the home. Be sure to monitor all taps and drains to prevent overflows.
6. Let the water run for at least 30 minutes at the last tap you open on the top floor.
7. Turn off each tap starting with the taps top floor and work your way to the bottom floor. Clean and replace the aerators on faucets as you go.

ONCE EVERY TWO WEEKS FOR THREE MONTHS

- Repeat whole house flushing instructions 3-7 above.

DAILY AND MONTHLY MAINTENANCE FOR SIX MONTHS

Other steps to help manage your potential exposure include:

- **DAILY (for six months):** Each morning or any time the water in the faucet has gone unused for more than six hours, flush your tap for five minutes before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for six months):** Remove and clean all faucet aerators. After six months, clean aerators twice a year.

¹Source: American Water Works Association (AWWA)

Date: _____ Time: _____ a.m. / p.m.



HA RECIBIDO ESTE COMUNICADO PORQUE SU TUBERÍA DEL SERVICIO DE AGUA ES DE PLOMO.

PARA MÁS INFORMACIÓN

New Jersey American Water cumple con todos los estándares de agua potable en lo que respecta al plomo.

Puede encontrar información básica sobre el plomo, las medidas que tomamos, junto con consejos de lo que usted puede hacer para reducir la posible exposición al plomo usando los recursos que figuran al dorso de esta página.

Por ejemplo, la fontanería antigua como los grifos, las válvulas y la soldadura pueden contener pequeñas cantidades de plomo, por tanto purgar las tuberías puede ayudar a reducir la exposición al plomo.

NJ.SLR.7b.04-2018

PURGA LUEGO DE UN REEMPLAZO PARCIAL DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA

¿QUÉ DEBO SABER?

Su tubería del servicio de agua contiene plomo. Debe seguir las recomendaciones que se proporcionan en este folleto para controlar de la mejor forma la posible exposición al plomo en el agua potable. El plomo puede ser perjudicial incluso en niveles muy bajos y puede acumularse en el cuerpo con el paso del tiempo, por lo que, en la medida de lo posible, se deben tomar medidas para reducir o eliminar la exposición en su hogar. Si bien los riesgos varían de acuerdo con las circunstancias individuales y la cantidad de agua consumida, ninguna concentración de plomo se considera "segura". Los hogares con mujeres embarazadas, bebés o niños pequeños son los más vulnerables a los efectos nocivos del plomo en niveles bajos.

¿QUÉ PUEDE HACER?

- **PURGA:** Purgue las tuberías y limpie los aireadores de los grifos periódicamente, especialmente luego de un reemplazo parcial de la tubería de plomo del servicio de agua
- **¿CUÁNDO?** Diariamente, semanalmente y mensualmente según las instrucciones que se proporcionan en este folleto.
- **¿POR QUÉ?** Dado que las tuberías que posee son de plomo y eligió no reemplazarlas durante nuestro trabajo, ahora debe tomar precauciones para controlar la calidad del agua y reducir la posible exposición al plomo en el agua.

¿QUÉ MÁS PUEDO HACER?

Considere reemplazar la tubería de plomo que es propiedad del cliente y la fontanería en su hogar.

¿HAY MEDIDAS QUE DEBA TOMAR PARA PROTEGER A MI BEBÉ O HIJO PEQUEÑO EN CRECIMIENTO?

De acuerdo con los Centros para el Control y la Prevención de Enfermedades (Centers for Disease Control and Prevention, CDC), los hogares donde hay mujeres embarazadas, bebés o niños pequeños deben prestar especial atención a la posible exposición al plomo a través del agua potable. Considere hacer analizar el agua en un laboratorio certificado. Si se detecta la presencia de plomo en el agua, considere comprar un filtro certificado para la eliminación de plomo o usar una fuente de agua alternativa hasta que el problema se resuelva. Los bebés y niños pequeños son los más vulnerables a los efectos nocivos del plomo en niveles bajos. La Agencia de Protección del Medio Ambiente de EE. UU. estima que los bebés que consumen principalmente fórmula mezclada pueden recibir del 40 al 60 por ciento de la exposición al plomo a través del agua potable.

¿TODOS LOS FILTROS PARA EL HOGAR O DISPOSITIVOS PARA EL TRATAMIENTO DEL AGUA ELIMINAN EL PLOMO?

No. Si va a comprar un filtro para agua o un dispositivo para el tratamiento de agua en el hogar, asegúrese de que esté certificado independientemente para la eliminación de plomo y de realizarles el mantenimiento adecuado. Para mayor información, visite www.nsf.org.

Dado que el plomo es incoloro y no tiene sabor, la presencia de plomo en el agua no resulta evidente. De hecho, la única forma de saber con certeza si el agua potable contiene plomo es analizarla en un laboratorio certificado.



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NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING™

MÁS INFORMACIÓN

Visítenos en línea en newjerseyamwater.com. En la pestaña de Water Quality (calidad del agua), seleccione Lead and Drinking Water (plomo y agua potable).

Línea de ayuda de Agua Potable Segura de la USEPA: 1-800-426-4791

National Lead Information Center [Centro Nacional de Información acerca del Plomo]: 1-800-424-LEAD

Información sobre filtros de agua en los hogares: www.nsf.org

Le rogamos que tenga en cuenta que los propietarios son responsables por la plomería de sus hogares.

PREGUNTAS

Nombre

Teléfono

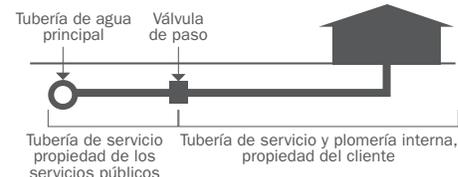
Correo electrónico

PURGA LUEGO DE UN REEMPLAZO PARCIAL DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA

EL DÍA DE HOY, HEMOS REEMPLAZADO LA TUBERÍA DE SERVICIO PROPIEDAD DE LOS SERVICIOS PÚBLICOS EN SU PROPIEDAD.

La porción de la tubería de servicio que es propiedad del cliente contiene plomo. Por lo tanto, será necesario que purgue las tuberías de su casa periódicamente para eliminar cualquier partícula que se haya podido desprender de las tuberías, en caso de que contenga plomo.

PORCIÓN DE LA TUBERÍA QUE ES PROPIEDAD DE LOS SERVICIOS PÚBLICOS Y LA QUE ES PROPIEDAD DEL CLIENTE



Tenga en cuenta lo siguiente: Este diagrama es una representación genérica, pueden existir variantes.

SIGA LOS SIGUIENTES PASOS PARA MINIMIZAR LA POSIBLE EXPOSICIÓN AL PLOMO.

PURGA INMEDIATA DEL AGUA DE TODA LA CASA

Purgue la tubería de su casa ANTES de consumir el agua del grifo o utilizar agua caliente.

Esto incluye el agua para tomar, cocinar, preparar fórmula para bebés, llenar los platos de agua para las mascotas o utilizar electrodomésticos que requieran agua, como las máquinas de hielo y los dispensadores de agua filtrada.

1. Localice el grifo de agua fría más cercano a la tubería por donde llega el agua a su casa (puede ser la toma para la manguera afuera de su casa, o la toma para la lavadora/ el lavadero). Si utiliza un grifo localizado afuera, use una manguera para dirigir el agua en sentido opuesto a su casa. **Si corresponde:** retire el aireador de los grifos y omita cualquier unidad de tratamiento de agua en el hogar.
2. Abra completamente el grifo de agua fría y deje que el agua corra por lo menos 30 minutos.

Después, purgue el resto de la plomería de su hogar de la siguiente forma¹:

3. Busque todos los grifos de agua fría que puedan drenarse debidamente en el lavamanos, la tina, ducha o el lavadero de la lavandería.
4. Retire todos los aireadores y las rejillas de todos los grifos que vaya a purgar en su casa. NO realice la purga con los aireadores colocados. Omita los grifos a los que no puede retirarles los aireadores. Si corresponde: retire cualquier dispositivo de filtros.
5. Empezando en el piso más bajo en su casa y subiendo uno a uno, abra completamente los grifos de agua fría en toda la casa. Asegúrese de vigilar todos los grifos y desagües para evitar que el agua se desborde.
6. Deje que el agua corra por lo menos 30 minutos a partir del momento en que abrió el último grifo en el piso superior.
7. Cierre todos los grifos comenzando por los grifos de los pisos superiores y vaya bajando hasta la planta baja. Limpie y vuelva a colocar los aireadores de los grifos a medida que vaya bajando.

UNA VEZ CADA DOS SEMANAS DURANTE TRES MESES

- Repita los pasos 3 a 7 de las instrucciones de purga del agua de toda la casa.

MANTENIMIENTO DIARIO Y MENSUAL DURANTE SEIS MESES

Otros pasos para ayudar a controlar la posible exposición son:

- **DIARIAMENTE (durante seis meses):** Todas las mañanas o toda vez que no se haya usado el agua del grifo durante más de seis horas, purgue el grifo durante cinco minutos antes de usar el agua para tomar, cocinar o preparar fórmula para bebés.
- **MENSUALMENTE (durante seis meses):** Retire y limpie todos los aireadores de los grifos. Una vez transcurridos seis meses, limpie los aireadores dos veces al año.

¹**Fuente:** Asociación Estadounidense de Obras Hidráulicas (American Water Works Association o AWWA)

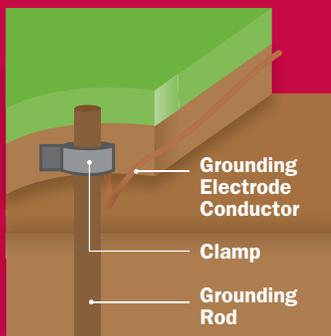
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LEAD SERVICE LINE REPLACEMENT & ELECTRICAL GROUNDING

CHECK YOUR PREMISE ELECTRICAL GROUNDING

Electrical grounding directs dangerous electrical charges away from the home and into the ground. Lightning strikes and static electricity charges are the two most common types of damaging electrical charges.



Historically, a home's metallic water service may have provided a safe ground for the electrical system as it's pipes typically extend at least 10 feet underground from the point where the pipes enter the home to the main water line.

ATTENTION CONTRACTORS

BEFORE RETIRING A LEAD WATER SERVICE LINE:

1. Have an electrician check the premise electrical grounding and bonding.
2. DO NOT connect copper pipe to lead through conductive fittings. Any remaining lead pipe can CORRODE due to galvanic corrosion if connected to other metal pipe and fittings.
3. Always use proper Personal Protective Equipment (PPE) to prevent shocks and other hazards.
4. Discuss any needed upgrades to grounding with the project manager.

Lead water service pipes may have been used as part of the premise's electrical grounding system. This is of special concern whenever a lead water service line will be replaced. You should have a professional electrician determine the location and adequacy of the premise electrical grounding system.

REMEMBER TO ALWAYS USE PROPER PPE

IF THE CUSTOMER CHOSE NOT TO HAVE THEIR LEAD SERVICE LINE REPLACED:

All LEAD water service line pipe should be removed if possible during water infrastructure improvement projects that include service line work.

If it is not possible to remove the entire lead service line pipe or if the plumbing inside the premise is lead, the plumbing contractor should avoid creating galvanic corrosion of lead materials, such as connecting copper pipe to lead pipe through conductive couplings.

If any portion of a lead service line will remain, the contractor should:

1. Use non-conductive pipe for drinking water applications, or
2. if copper is used for the new portion of the water service line, use a plastic spacer or dielectric union (couplings which join together pipes of different metals preventing electrolysis).

These options can lower the risk of lead corrosion, but may no longer make a reliable grounding option for the electrical system. In these cases, please have the electrician suggest an alternative means of grounding if needed.

The contractor should check the local codes and the premise's electrical grounding and bonding before retiring a lead water service pipe on public property, private property or both.

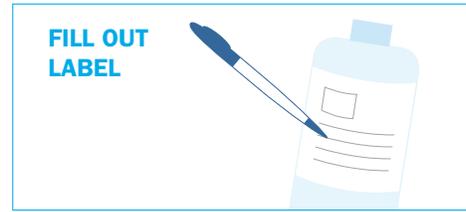
Please note that internal premise plumbing is not part of the utility's work. Customers may also want to consult a plumber to check their internal premise plumbing and fixtures.

QUESTIONS?

Name _____ Phone _____



WATER SAMPLING FOLLOWING LEAD SERVICE LINE REPLACEMENT



NOTE: If a water treatment unit or filter is attached to the plumbing system or faucet, please remove the filter or bypass the unit before sampling.

SAMPLE 1: AFTER WHOLE HOUSE FLUSH

Who takes the sample: Customer Company/Plumber

1. Gently open the kitchen cold water tap and fill the bottle to the top.
2. Turn off water and tightly cap the sample bottle.
3. Fill out the bottle label: Check Sample 1 box and complete Name, Phone Number, Address, Collect Date and Collect Time.
4. Contact us at the phone number or email address below, and we'll arrange to pick up your water sample.
5. We'll contact you with the results as soon as they are available.

SAMPLE 2: PERFORM 8 TO 72 HOURS AFTER NEW SERVICE LINE WORK

Who takes the sample: Customer Company/Plumber

Per your request, we'll analyze a second water sample for free. This sample should be collected AFTER water has sat motionless for AT LEAST 6 HOURS, gently open the kitchen cold water tap and fill the sample bottle to the top. This can be done first thing in the morning or after returning home from work, etc. See sampling instructions above, except Check Sample 2 box for step 3.

QUESTIONS? CONTACT US AT:

Name _____
 Phone _____
 Email _____



QUALITY. ONE MORE WAY WE KEEP LIFE FLOWING.



WE KEEP LIFE FLOWING™

[AYUDAMOS A QUE
LA VIDA FLUYA]



OBTENCIÓN DE MUESTRA DE AGUA TRAS EL REEMPLAZO DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA



NOTA: Si hay una unidad de tratamiento de agua o filtro fijado al sistema de tuberías o al grifo, retire el filtro u omita el uso de la unidad antes de obtener la muestra.

MUESTRA 1: DESPUÉS DE LA PURGA DEL AGUA DE TODA LA CASA

Quien toma la muestra: Cliente Compañía/Plomero

1. Abra lentamente el grifo de agua fría de la cocina y rellene la botella hasta el tope.
2. Cierre el grifo y cierre bien la tapa de la botella de la muestra.
3. Complete la etiqueta de la botella: Marque el casillero Muestra 1 y complete con el nombre, número de teléfono, dirección, fecha de obtención de la muestra y hora.
4. Comuníquese con nosotros al número de teléfono o dirección de correo electrónico que aparece a continuación, y nos encargaremos de recoger la muestra de agua.
5. Nos comunicaremos con usted en cuanto los resultados estén disponibles.

MUESTRA 2: REALIZAR DE 8 A 72 HORAS DESPUÉS DE LA INSTALACIÓN DE LA NUEVA TUBERÍA DE SERVICIO

Quien toma la muestra: Cliente Compañía/Plomero

Prevía solicitud, analizaremos una segunda muestra de agua sin costo para usted. La muestra debe obtenerse DESPUÉS de que el agua se asiente sin movimiento durante AL MENOS 6 HORAS, para ello, abra lentamente el grifo de agua fría de la cocina y rellene la botella de la muestra hasta el tope. Esto puede hacerse temprano en la mañana o después de regresar a su casa del trabajo, etc. Véase las instrucciones para obtener las muestras que se indican aquí arriba, pero marque el casillero Muestra 2 en el paso 3.

¿PREGUNTAS? COMUNÍQUESE CON NOSOTROS EN:

Nombre _____

Teléfono _____

Correo electrónico _____



CALIDAD. UNA FORMA MÁS DE HACER QUE LA VIDA FLUYA.




72-HOUR WATER SAMPLE REMINDER

We haven't received your call to pick up your second water sample, so we thought we'd check to make sure you are still interested. If you are, the sample should be collected as soon as you can, preferably within 72 hours (3 days) of the repair using the kit that was provided. If you have any questions or need a replacement kit, please contact us at the number listed below.

Sampling Instructions for the Customer

1. AFTER water has sat motionless for AT LEAST 6 HOURS, gently open the kitchen cold water tap and fill the sample bottle to the top. This can be first thing in the morning or after returning home from work, etc. NOTE: If a water treatment unit or filter is attached to the plumbing system or faucet, please remove the filter or bypass the unit before sampling.
2. Turn off water and tightly cap the sample bottle.
3. Fill out the bottle label: Check Customer Box and complete Address, Sample Location, Collect Date, and Collect Time.
4. Call us to pick up your water sample.

Name

Phone

LEARN MORE: For more information on your water quality and ways to reduce your potential exposure to lead, call us or visit us online at www.newjerseyamwater.com. Under Water Quality, select Lead and Drinking Water.

Date: / /20 Time: a.m. / p.m.

NJ.SLR.10 04-2018



**NEW JERSEY
AMERICAN WATER**

WE KEEP LIFE FLOWING™

CUSTOMER SERVICE
HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.
FOR EMERGENCIES: We're available 24/7.

1-800-272-1325



RECORDATORIO DE LA MUESTRA DE AGUA DE 72 HORAS

No hemos recibido su llamada para recoger la segunda muestra de agua, solo queremos asegurarnos de que todavía está interesado. Si está interesado, debe usar el kit que se le proporcionó para obtener la muestra cuanto antes, preferentemente en un plazo de 72 horas (3 días) de la reparación. Si tiene preguntas o necesita un kit de repuesto, comuníquese con nosotros al número de teléfono que aparece aquí abajo.

Instrucciones de obtención de la muestra para el Cliente

1. DESPUÉS de que el agua se asiente sin movimiento durante AL MENOS 6 HORAS, abra lentamente el grifo de agua fría de la cocina y rellene la botella de la muestra hasta el tope. Esto puede hacerse temprano en la mañana o después de regresar a su casa del trabajo, etc. **TENGA EN CUENTA LO SIGUIENTE:** Si hay una unidad de tratamiento de agua o filtro fijado al sistema de tuberías o al grifo, retire el filtro u omita el uso de la unidad antes de obtener la muestra.
2. Cierre el grifo y cierre bien la tapa de la botella de la muestra.
3. Complete la etiqueta de la botella: marque la casilla Cliente y complete la dirección, la ubicación de la muestra, la fecha de recolección y la hora de recolección.
4. Llámenos para que recojamos la muestra de agua.

Nombre _____

Teléfono _____

MÁS INFORMACIÓN: Para más información sobre la calidad del agua y las formas de reducir la posible exposición al plomo, llámenos o visítenos en línea en www.newjerseyamwater.com. En la pestaña de Water Quality (calidad del agua), seleccione Lead and Drinking Water (plomo y agua potable).

Fecha: ____/____/20____ Hora: _____ a.m. / p.m.



NEW JERSEY AMERICAN WATER

SERVICIO AL CLIENTE

HORARIOS DE ATENCIÓN: De lunes a viernes,
de 7 a. m. a 7 p. m.

PARA EMERGENCIAS: Estamos disponibles
las 24 horas, los 7 días de la semana.

1-800-272-1325



LEAD

American Water tests for lead — and provides additional treatment where needed — and the water we deliver to customers meets all state and federal requirements.

Lead can pose a serious health risk, particularly to developing fetuses, infants and children. If lead exists in your household plumbing, take the steps needed to minimize your potential exposure.

The most common source of lead in tap water is from the customer's plumbing and their service line.

Providing safe, reliable water supply is our top priority. We test and monitor for a wide range of contaminants, including lead.

While these tests indicate that lead is not an issue in the treated water leaving our facilities, lead levels might be detected at some properties due to corrosion of:

- **Lead service line** serving older homes and buildings
- **Lead solder** in household plumbing installed before the EPA lead ban in 1986
- **Some faucets** manufactured prior to 2014

It might also be detected if a **partial replacement of the lead service lines** serving your home is performed.

CHECK YOUR PLUMBING AND SERVICE LINE.

If you live in an older home, consider having a licensed plumber check your plumbing for lead. If your service line is made of lead, and you're planning to replace it, be sure to contact us at 1-800-272-1325.

MINIMIZING YOUR POTENTIAL EXPOSURE

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than six hours, flush the tap with cold water for 30 seconds to two minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 2. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- 3. Routinely remove and clean all faucet aerators.**
- 4. Look for the "Lead Free" label** when replacing or installing plumbing fixtures.
- 5. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 6. Flush after plumbing changes.** Changes to your service line, meter, or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the strainers from each faucet and run the water for 3 to 5 minutes.



FOR MORE INFORMATION

New Jersey American Water Customer Service Center:
1-800-272-1325
M-F, 7 a.m. - 7 p.m.

Check us out online
newjerseyamwater.com

For more information on drinking water standards:
Contact the
EPA Hotline at
1-800-426-4791

FREQUENTLY ASKED Q AND A

GETTING YOUR WATER TESTED FOR LEAD

New Jersey American Water does not provide testing for lead for individual customers who request it. Customers can choose to have their water tested at their cost at a certified laboratory.

For more information

If you are still concerned about elevated levels and want to find out where you can have your water tested by a certified laboratory:

- **Contact EPA's Safe Drinking Water Act Hotline:**
1-800-426-4791
- **Visit DEP online at**
www.state.nj.us/dep

IS LEAD IN WATER REGULATED?

Yes. The EPA's lead standard is an action level that requires treatment modifications if lead test results exceed 15 parts per billion (ppb) in more than 10 percent of first draw samples taken from household taps.

New Jersey American Water regularly tests for lead at the end of its treatment process. Testing has shown that lead is not an issue in the water exiting any of our water treatment facilities. We also conduct tests in our distribution system in accordance with the EPA regulatory requirements. In addition, we take steps to reduce the potential of lead leaching from service lines and household pipes into the water by managing the pH levels in the water leaving our treatment facilities and adding a corrosion inhibitor where needed.

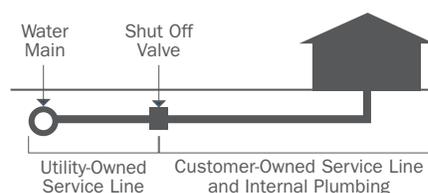
Learn more at newjerseyamwater.com. Under the **Water Quality** menu, select **Lead and Drinking Water**.

DOES THAT MEAN I DO NOT HAVE LEAD IN MY WATER?

Not necessarily. You might have lead in your drinking water if your service line, household plumbing or fixtures contain lead. Lead test strips that test for the presence of lead in plumbing are available at hardware stores.

Homes built before 1930 are more likely to have lead plumbing systems. Lead pipes are dull grey color and scratch easily revealing a shiny surface. If your house was built before January 1986, you are more likely to have lead-soldered joints on copper piping. Lead solder is a silver or grey color. If you do, the chance of the lead leaching into your drinking water is greater when water has been standing in the pipes for many hours or overnight.

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



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

SHOULD I FLUSH MY FAUCETS EVERY MORNING BEFORE USING IT TO DRINK OR USE FOR FOOD PREP?

Yes. See Minimizing Your Potential Exposure on the opposite side.

HOW CAN I TELL IF MY WATER CONTAINS LEAD?

You can have your water tested for lead. Since you cannot see, taste or smell lead dissolved in water, testing is the only sure way of knowing.

DO I NEED A HOME FILTER FOR LEAD?

The need for a home treatment device is a customer decision. If you choose to purchase a home filter, NSF International created a Consumer Guide to NSF Certified Lead Filtration Devices for Reduction of Lead in Drinking Water. For more information, visit www.nsf.org/info/leadfiltrationguide.

Always consult the device manufacturer for information on treatment device maintenance and potential impacts to your drinking water or household plumbing.

WILL ELECTRICAL GROUNDING INCREASE MY LEAD LEVELS?

Possibly. If grounding wires from electrical systems are attached to household plumbing, corrosion and potential lead exposure may be greater. Customers can choose to pay to have an electrician check the house wiring.





PLOMO

El plomo puede presentar un riesgo grave para la salud; en particular, para los fetos en desarrollo, los bebés y niños. Si hay plomo en las tuberías de su hogar, tome las medidas necesarias para reducir al mínimo la posible exposición a este.

PARA MÁS INFORMACIÓN

Centro de atención al cliente de New Jersey American Water:
1-800-272-1325
de lunes a viernes, de 7 a.m. a 7 p.m.

Visítenos en línea:
newjerseyamwater.com

Para más información sobre las normas de agua potable:

Comuníquese con la Línea de ayuda de la EPA al 1-800-426-4791

La fuente más común de plomo en el agua potable son las tuberías de la casa del cliente y su tubería de servicio.

Proporcionar un suministro de agua seguro y confiable es nuestra principal prioridad. Hacemos análisis y controles para detectar una amplia variedad de contaminantes, incluido el plomo.

Si bien estas pruebas indican que el plomo no supone un problema en el agua tratada que sale de nuestras instalaciones, podrían detectarse niveles de plomo en algunas propiedades debido a la corrosión de:

- La **tubería de servicio de plomo** que distribuye el agua a casas y edificios más antiguos
- La **soldadura de plomo** en tuberías de las casas instaladas antes de la prohibición del plomo por parte de la EPA en 1986
- **Algunos grifos** fabricados antes de 2014

También podrían detectarse si se realiza una **sustitución parcial de** las tuberías de servicio de **plomo** que alimentan su hogar.

REVISE LAS TUBERÍAS DE SU CASA Y LA TUBERÍA DE SERVICIO.

Si vive en una vivienda más antigua, considere llamar a un plomero licenciado para que revise si hay presencia de plomo en sus tuberías. Si su tubería de servicio ha sido fabricada con plomo, y planea reemplazarla, asegúrese de contactarnos al 1-800-272-1325.

PARA REDUCIR AL MÍNIMO LA EXPOSICIÓN POTENCIAL

El plomo no se puede ver, oler o degustar, y hervir el agua no elimina el plomo. Estas son las medidas que usted puede tomar para reducir la exposición potencial si hay plomo en las tuberías de su hogar.



1. **Purgue sus grifos.** Cuanto más tiempo el agua permanezca estancada en las tuberías de su casa, más cantidad de plomo podría contener. Si el agua de su grifo no se ha utilizado durante más de seis horas, purgue los grifos con agua fría entre 30 segundos a dos minutos antes de beber o usar el agua para cocinar. Para conservar el agua, recoja el agua que deje correr y úsela para regar sus plantas.
2. **Use agua fría para beber y cocinar.** El agua caliente puede contener más plomo que el agua fría. Si necesita usar agua caliente para cocinar, caliente el agua fría en la estufa o en el microondas.
3. **Retire y limpie los aireadores de los grifos con frecuencia.**
4. **Busque la etiqueta "Sin plomo"** al reemplazar o instalar accesorios de tuberías.
5. **Siga las instrucciones del fabricante para el reemplazo de los filtros de agua** en aparatos del hogar, como refrigeradores y máquinas de hielo, y en unidades de tratamiento de agua del hogar y jarras. Busque filtros con certificación NSF 53.
6. **Descargo después de los cambios a la tubería.** Cambios a su línea de servicio de agua, medidor de agua o plomería interior puede resultar en sedimentos que posiblemente contenga plomo en su suministro de agua. Retire los filtros de cada grifo y deje correr el agua durante 3 a 5 minutos.



RESPUESTAS A LAS PREGUNTAS MÁS FRECUENTES

HÁGALE LA PRUEBA DE DETECCIÓN DEL PLOMO AL AGUA.

New Jersey American Water no proporciona pruebas del plomo a los clientes individuales que lo solicitan. Los clientes pueden elegir por su propia cuenta enviar a analizar su agua a un laboratorio acreditado.

Para más información

Si aún le preocupa la existencia de niveles elevados de plomo y desea saber adónde puede enviar su agua para ser analizada en un laboratorio acreditado:

- **Comuníquese con la Línea de ayuda de la EPA sobre la Ley de Agua Potable Segura:** 1-800-426-4791
- **Visite DEP en línea en** www.state.nj.us/dep



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¿ESTÁ REGULADA LA CANTIDAD DE PLOMO EN EL AGUA?

Sí. La norma de la EPA respecto al plomo considera como nivel de operación (action level) que exige que se modifique el método de tratamiento del agua si los resultados de la prueba de plomo exceden 15 partes por cada mil millones (ppb) en más del 10 por ciento de las primeras muestras tomadas de los grifos en los hogares.

New Jersey American Water examina regularmente el agua al final del proceso de tratamiento del agua. Las pruebas han demostrado que el plomo no supone un problema en el agua que se distribuye desde nuestras instalaciones de tratamiento de agua. También realizamos pruebas en nuestro sistema de distribución de conformidad con los requisitos reglamentarios de la EPA. Asimismo, para reducir la posibilidad de que el plomo de las tuberías de servicio y las tuberías domésticas se filtre al agua, gestionamos los niveles de pH en el agua que sale de nuestras instalaciones de tratamiento y agregamos un inhibidor de corrosión en caso de ser necesario.

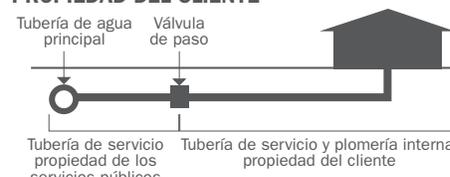
Infórmese más en newjerseyamwater.com. En el menú Water Quality (calidad del agua), seleccione Lead and Drinking Water (plomo y agua potable).

¿ESO SIGNIFICA QUE NO HAY PLOMO EN MI AGUA?

No necesariamente. Es posible que tenga plomo en su agua potable si sus tuberías de servicio, tuberías domésticas o accesorios contienen plomo. En algunas ferreterías venden tiras para la prueba de la presencia del plomo en las tuberías.

Las casas construidas antes de 1930 tienen más probabilidades de tener sistemas de tuberías de plomo. Las tuberías de plomo son de color gris mate y se pueden arañar fácilmente para revelar su superficie brillante. Si su casa fue construida antes de enero de 1986, es más probable que tenga juntas soldadas con plomo en las tuberías de cobre. La soldadura de plomo es de color plateado o gris. Si es así, tiene mayores probabilidades de filtración del plomo al agua potable cuando el agua ha permanecido en las tuberías durante muchas horas, o durante la noche.

PORCIÓN DE LA TUBERÍA QUE ES PROPIEDAD DE LOS SERVICIOS PÚBLICOS Y LA QUE ES PROPIEDAD DEL CLIENTE



Tenga en cuenta lo siguiente: Este diagrama es una representación genérica, pueden existir variantes.

¿DEBO PURGAR MIS GRIFOS CADA MAÑANA ANTES DE USARLOS PARA BEBER O PARA PREPARAR ALIMENTOS?

Sí. Vea Para reducir al mínimo la exposición potencial, en el reverso.

¿CÓMO PUEDO SABER SI EL AGUA CONTIENE PLOMO?

Puede hacerle la prueba de detección del plomo al agua. Dado que el plomo disuelto en agua no se puede ver, degustar u oler, la prueba es la única forma segura de saber.

¿NECESITO UN FILTRO DOMÉSTICO?

La necesidad de contar con un dispositivo de tratamiento en casa es una decisión del cliente. Si elige comprar un filtro doméstico, NSF International creó una guía del consumidor para dispositivos certificados de filtración de plomo de NSF a fin de reducir el contenido de plomo en el agua potable. Para más información, visite www.nsf.org/info/leadfiltrationguide.

Siempre consulte con el fabricante del dispositivo para obtener información sobre el mantenimiento del dispositivo de tratamiento y las posibles consecuencias para el agua potable o las tuberías domésticas.

¿LAS SALIDAS ELÉCTRICAS A TIERRA AUMENTAN LOS NIVELES DE PLOMO?

Es posible. Si los cables de puesta a tierra de los sistemas eléctricos están conectados a las tuberías de la casa, puede haber mayor corrosión y posible exposición al plomo. Los clientes pueden elegir pagarle a un electricista para que revise la instalación eléctrica de la casa.



**We need to
discuss
important
information
about your
water service.**



Contact

Phone

NJ.SLR.12 04-2018





**Tenemos que
hablar con
usted respecto
a información
importante
acerca de su
servicio del agua.**

Contacto

Teléfono



We need to discuss important information about your water service.



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Contact _____
Phone _____



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**See other side for
contact information.**

Please contact us.

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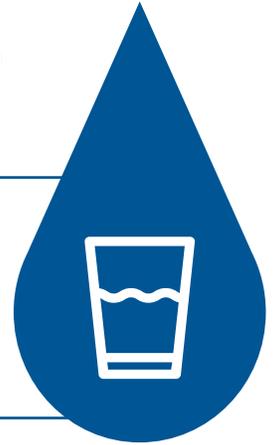
We need to discuss important information about your water service.

Tenemos que hablar con usted respecto a información importante acerca de su servicio del agua.



Comuníquese con nosotros.

Contacto _____
Teléfono _____



Comuníquese con nosotros.
Ver la información de contacto al dorso.

Tenemos que hablar con usted respecto a información importante acerca de su servicio del agua.

