



March 15, 2022

Dear Customer,

I am writing to you to provide details regarding Aqua Pennsylvania's upcoming construction work that is scheduled in your neighborhood. Before I do, on behalf of Aqua, I want you to know that we hope you and your family are faring well during this COVID-19 pandemic. During this time of uncertainty, please know the water Aqua Pennsylvania delivers to your home or business remains compliant, meeting or outperforming all standards of the Safe Drinking Water Act including compliance with CDC safety guidelines for all employees.

The COVID-19 pandemic has shined a greater light on the importance of access to safe drinking water and Pennsylvania Governor Tom Wolf has identified Aqua as part of the life-sustaining business sector that contributes to the health and safety of Pennsylvania. Our ability to continue the uninterrupted delivery of safe drinking water to your homes and businesses is dependent on our ability to continue the necessary replacement of aging water mains.

The week of March 28, 2022 Aqua Pennsylvania will begin the replacement of 10,311 feet of aging 6-,8-,12-and 16-inch cast iron mains with new 6-,8-,12-and 16-inch ductile iron water mains on **West Chester Pike between Lawrence Road and Manoa Road, Manoa Road between West Chester Pike and Shelbourne Road** in Haverford Township.

The \$4.6 million project is part of our continuing infrastructure improvement program that replaced more than 46 miles of aging main in Delaware County in 2021 to improve service reliability for customers. The new water main will reduce the potential for main breaks, discolored water and improve water flow in the area.

Most of the construction will generally take place weekdays between 9 a.m. and 3 p.m. However, after discussions with PennDOT and the Township of Haverford, to minimize traffic impact on the affected state highway, we have agreed to schedule small portions of this work at night, between the hours of 7 p.m. and 5 a.m. Additionally, on occasion, crews may need to work beyond 3 p.m. and on Saturdays. Residents will have access to their properties,

Following installation, the new main will be flushed, chlorinated and tested for water quality before being placed into service. During the chlorination/testing phase, activity on the job site will be limited. Once the water quality testing has been completed, we will transfer each water service and fire hydrant to the new main. When all final connections are made to mains on side streets, the old main will be abandoned. It is important to note the trench will be covered with **temporary** blacktop at the end of each workday.

We will notify customers ahead of any planned water service interruptions and will provide 48 hours advance notice for any scheduled interruption greater than 30 minutes. We are closely monitoring the COVID-19 crisis and will change our practices when required. Aqua will have an inspector on the job each day to answer your questions.

Our employees and contractors have implemented the social distancing and hygiene practices encouraged by the Centers for Disease Control (CDC) and other agencies. Should you encounter our crews and other employees, please maintain social distancing for your own safety as well as that of our crews. The work we are continuing is recognized as critical and our employees throughout the state are working 24/7 to answer your calls, respond to emergencies and maintain uninterrupted water service.

Apart from the specific project details described here, you may refer to the accompanying door hanger for more information on what to expect as we begin our construction project in your neighborhood.

In addition to reaching our customer service staff and emergency dispatcher at the number listed on the doorhanger accompanying this letter, you may also call me with any questions regarding the project at 610.328.7713.

We appreciate your support and wish you good health.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan Roth". The signature is fluid and cursive, with a small dot at the end.

Alan Roth  
Manager of Construction