



January 2026

Dear Valued Customer,

New Jersey American Water is beginning an important project in your neighborhood to confirm and replace any lead and galvanized steel service lines and to prepare for a future water meter upgrade. This project includes every property in town, and all service lines will be investigated as part of this work.

What We're Doing

Our qualified contractor, Montana Construction, will:

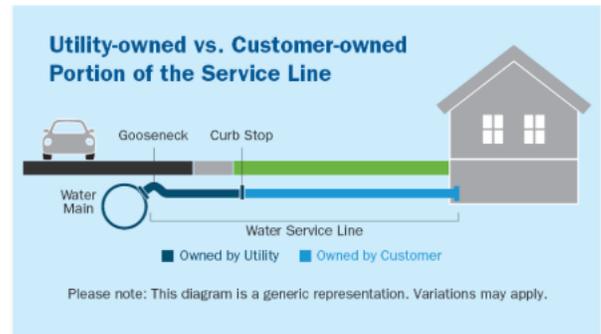
- Dig small test holes in the public right-of-way to determine and/or verify your service line material.
- Install a meter pit near the property line so your water meter can later be moved outside, consistent with company policy. Every property will receive a new outdoor meter pit as part of this project, which will be used for meter relocation in the future.

Montana Construction crews will carry photo identification and will never request payment at your door.

Why This Work Is Happening

The water service line connects your home to the water main. Part of the line is owned by New Jersey American Water; part is owned by the property owner (see diagram).

New Jersey law requires all water providers to replace both utility-owned and customer-owned lead and galvanized steel service lines by 2031. We regularly test for lead in drinking water and treat the water to help prevent corrosion of pipes. The water we deliver meets state and federal water quality standards, including those set for lead.



If Your Line Is Made of Lead or Galvanized Steel

- ✓ We will replace the utility-owned portion.
- ✓ If your customer-owned portion is galvanized steel or lead, we will work with you to schedule its replacement at the same time the utility-owned portion is replaced.

The cost of customer-owned replacement is not billed directly to individual customers. It is funded through the Lead Service Line Replacement Charge (LSLRC) on customer bills, which helps ensure this work is completed efficiently and equitably across our service area.

What You Need to Know

- Most work occurs in the street or right-of-way.
- You will receive advance notice before any work occurs adjacent to your property.
- Restoration of any disturbed pavement or landscaped areas will be completed, but it may take some time after this phase of the project is finished.
- Additional details on the program are enclosed and available online

If you have project-specific questions, please contact: Michael Oliveira, Montana Construction, at 201-232-7624 or via email at moliveira@montanaconstructioninc.com.

Thank you for your cooperation as we work to upgrade the water system in your community, improve long-term reliability and safety, and support New Jersey's goal of removing all lead and galvanized steel service lines statewide.

Sincerely,
New Jersey American Water

WE KEEP LIFE FLOWING®