

NEWS DROP



February 17, 2022

Welcome to the latest edition of *News Drop*, a monthly update of information from New Jersey American Water. Please feel free to share this with others and let us know if you want to be added or removed from our distribution list. We hope you find this useful. Thanks for reading!

Special Edition – Lead Service Line Replacement Program

Dear Elected Officials and Community Partners,

At New Jersey American Water, providing safe, reliable water service is our top priority. **We are proud to let you know the water we provide to your residents meets state and federal water quality standards, including those set for lead.**



As you may know, the state's new lead service line legislation requires all water providers to share with customers the material of both the utility-owned and customer-owned service lines leading to their properties, if known. In addition, it also requires utility companies to replace utility-owned and customer-owned lead and galvanized service lines within the next ten years.

To support this initiative, we have built a **robust webpage** for our customers, which can be found by visiting newjerseyamwater.com/LeadFacts. Here customers will find an interactive map of the company's service line inventory, ways to identify the material of their service line if it is identified as "unknown" and steps for customers to help support this initiative. The site also includes a detailed [Frequently Asked Questions](#) section. If a customer's question is not answered here, they can complete the Contact Us form or email our local team at LeadFreeNJ@amwater.com. A dedicated, local team member will respond to their inquiry.

The legislation also requires all water providers send notices to customers with lead or galvanized service lines via certified mail postmarked by February 21, 2022. Our customers with these type of service lines will be receiving this letter next week. Because of this, we wanted to provide you with additional information to help you respond to questions from residents.

- **Customers who receive this letter should note this does not mean they cannot use water as they normally do. Their water continues to meet water quality standards.** It does mean that New Jersey American Water will be replacing these service lines at some point over the next ten years to comply with the new legislation.
- New Jersey American Water invites customers to visit www.newjerseyamwater.com/LeadFacts to learn more.
- Any questions customers may have can be sent to LeadFreeNJ@amwater.com and a local team member will be able to assist them.

We also have several resources linked below for your reference:

- A [press release](#) about the webpage and map that is being issued this afternoon
- A [sample of the notification](#) that customers with known lead or galvanized service lines will be receiving next week, along with our Lead and Drinking Water fact sheet

We also created two videos to help educate customers about this initiative and how they can assist us by helping to identify their customer-owned service lines if they are identified as unknown. The first video is an overview of our program, and the other is a

demonstration of how to use the map.



Our top priority is to continue to provide safe and reliable water services to our customers and we thank you for your continued help in communicating these efforts. If you have specific questions, please reach out to [David Mayer](#), Director of Government Affairs, or [Sakeema James](#), Government Affairs Manager, or join us for the virtual rates information session

Mark McDonough
President, New Jersey American Water



Join us for a Virtual Rates Information Session

Be sure to join us at an upcoming Virtual Rates Information Session being held regionally February 28 – March 3 from 9 am to 10 am, at **which we will also answer questions about lead service lines**. Please RSVP to [Sakeema James](#).

These meetings will be hosted on Microsoft Teams and the presentations will be recorded for anyone who cannot attend live.



RANKED HIGHEST IN CUSTOMER SATISFACTION WITH LARGE WATER UTILITIES IN THE NORTHEAST.
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