



April 22, 2019

Dear Customer,

Aqua Pennsylvania will be replacing the existing mains within Upper Providence Township & Media Borough, Delaware County as part of our ongoing infrastructure improvement program. New water mains reduce the potential for main breaks and discolored water and improve water flow in the area. Aqua installed nearly 50 miles of new main to improve service reliability for our Delaware County customers in 2018. Our work will be performed on the following streets:

- Providence Road between North Monroe Street and Kirk Lane

Construction on the \$1.2 million project is scheduled to begin the week of May 6, 2019 with the installation of 4,229 feet of 6-and 8-inch ductile iron main. The installation phase of this project is expected to be complete in September 2019. Final job completion including final road restoration will be complete in the fall of 2019. Aqua will have an inspector on the job each day to track progress and answer any questions you may have.

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 the 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 work day.

Daily construction typically takes place between 9:00 a.m. and 3 p.m. During construction we will provide limited access for emergencies, mail and trash services. Residents will have reliable access to their properties during construction. However, at times we might need to reroute residents to alternate access routes due to changing work zones. We will notify customers 24 hours in advance of any scheduled water service interruption. Please keep in mind, as with any construction project, emergency shutdowns might be necessary. If this occurs, we will work to restore service to our customers as soon as possible.

If it is determined that an Aqua-owned lead service line feeds your property, Aqua will replace it during the project. If you own a lead service line, we encourage you to replace it as soon as possible. Aqua will provide you with instructions for flushing your plumbing and will contact you within 1-2 business days to arrange for water testing if a lead service line is encountered.

If you have any questions regarding the project, please contact us at 610.328.7713. Should you have a non-construction related emergency, including a water quality issue, please call our customer service department or after-hours control center at 877.987.2782.

We appreciate your patience and cooperation for the duration of this construction project. It is critical that we continue to make important upgrades and improvements to our water distribution system, so we can provide reliable service and quality water to your homes and businesses.

Sincerely,

A handwritten signature in black ink, appearing to read "Alan Roth".

Alan Roth  
Manager of Construction