



January 28, 2020

Dear Customer,

Aqua Pennsylvania will be replacing the existing mains within Haverford Townships, 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 2019. Our work will be performed on the following streets:

- Gladstone Road between Drexel Avenue and Concord Avenue
- Lexington Avenue between Steel Road and Gladstone Road
- Morgan Avenue between Township Line Road and Gladstone Road

Construction on the \$715,000 project is scheduled to begin on February 10, 2020 with the installation of 3,217 feet of 6- and 8-inch ductile iron main. The installation phase of this project is expected to be complete in May 2020. Final job completion including final road restoration will be complete in summer of 2020. 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 7:30 a.m. and 5:00 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 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