

LEAD SERVICE LINE REPLACEMENT PROGRAM – PRIORITIZATION PLAN

Part of our commitment to replace all lead and galvanized service lines by 2031

In July 2021, the state of New Jersey enacted legislation that requires all water service providers to share with customers the material of the utility-owned and customer-owned service lines that connect to their property, notify customers with service lines that are lead or galvanized steel, and replace them by 2031.

Although we have some information regarding the customer-owned portion of service lines, New Jersey American Water traditionally only kept records of the utility-owned portions of service lines under our responsibility. Therefore, these inventories have many “unknowns,” which represent gaps in the information about the customer side of the services. As New Jersey American Water closes these data gaps, the construction schedules for each of the company’s service areas will become more defined.

Customers are encouraged to self ID their service line material online by scanning this QR code or visiting



[newjerseyamwater.com/leadfacts](https://www.newjerseyamwater.com/leadfacts).

Lead services are and will continue to be replaced where other projects are occurring (e.g., water main replacements, paving projects, etc.) as part of the company’s commitment to upgrading our water infrastructure to support our continued delivery of safe and reliable water service to our customers.

To further support this initiative, New Jersey American Water developed a prioritization plan for the company’s 30 public water systems, scoring census tracts by health risk factors (e.g., density of children, minority and disadvantaged, low-income levels, and density of lead).

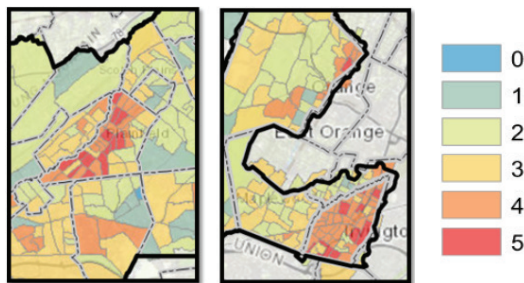
NO OUT-OF-POCKET COSTS TO THE CUSTOMER

The program covers replacing any lead or galvanized portions of the service line from the water main in the street to the house. It would not cover internal plumbing. The

company is providing the lead service line and/or galvanized service line replacement work with no direct, out of pocket costs to customers at the time of replacement. Work on the customer-owned portion of the service line will be warranted for 12 months.

PRIORITIZATION PLAN MAPPING

Below are examples of the prioritization maps. 5 = Highest Priority; 0 = Lowest Priority



NEXT STEPS

In the first two years of the program, New Jersey American Water will focus on municipalities with census tracts that have a final score above 4. Customers will be notified prior to work in their neighborhood or block.

Towns, including local police, plumbing code officials, and road departments, will be included in the planning and scheduling. New Jersey American Water will assist with stream-lining permit applications and inspections.

A typical water service replacement is trenchless and only involves:

- Digging a hole in the street pavement where the service line connects to the water main
- Digging a hole in the front lawn, sidewalk, or driveway at the water curb stop
- Accessing the basement to disconnect the old water service line and connect the new copper piping

New Jersey American Water will restore the disturbed area to its prior condition. Roadways will be restored to code.



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For translation assistance, please contact our Customer Service Center M-F, 7 a.m. to 7 p.m., at 800-272-1325.

Para obtener asistencia de traducción en la lectura de su factura, comuníquese con nuestro Centro de Atención al Cliente al 800-272-1325. de lunes a viernes de 7 a. m. a 7 p. m.

New Jersey legislation requires all lead service lines (LSLs) to be inventoried and removed by 2031 and the company is working to identify materials and remove LSLs in all of its public water systems across the state.

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