



HOLD ON TO THIS DOCUMENT

It will guide you through our lead service line replacement process. If any portion of the service line is lead, you will need to refer back to this document.

**IMPORTANT NOTICE
ABOUT YOUR
WATER SERVICE
AND LEAD**

Pennsylvania American Water is committed to providing safe, reliable water service. As part of this commitment, we're replacing lead and certain galvanized service lines over the course of the next several years.

We are or will be performing work in your area in the near future. If the utility-owned or customer-owned portion of the water service line (see diagram on page 2) is made of lead¹, we'd like to work with you to replace it. Best of all, we'll replace your lead service line at no direct cost to you.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.



This report contains important information about your drinking water. Have someone translate it for you or talk to someone who understands it. You can also scan the QR code for a copy of this document in Spanish. **ESTE INFORME CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA. TAMBIÉN PUEDE ESCANEAR EL CÓDIGO QR PARA OBTENER UNA COPIA DE ESTE DOCUMENTO EN ESPAÑOL.**



**PENNSYLVANIA
AMERICAN WATER**





To learn more about lead in drinking water, scan the QR code.

Learn more

Scan the QR code or visit: pennsylvaniaamwater.com/leadfacts

For more information on drinking water standards:

Contact the Environmental Protection Agency (EPA) Hotline at 1-800-426-4791

For more information on reducing lead exposure around your home/building and the health effects of lead: Visit EPA's website at epa.gov/lead

National Lead Information Center: 1-800-424-LEAD

ENGLISH

This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand or speak with someone who understands it before you make any decisions that may be required under this notice. Customers can also contact our customer service center for translation assistance.

SPANISH/ESPAÑOL

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Le recomendamos que traduzca este aviso en su totalidad a un idioma que comprenda o consulte a alguien que comprenda el contenido de este aviso antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo. Los clientes también pueden comunicarse con nuestro centro de atención al cliente para obtener ayuda con la traducción.

TRADITIONAL CHINESE/繁體中文

本通告包含有關您的供水服務的重要資訊，可能會影響您的權利。我們鼓勵您將本通告全文翻譯成您能理解的語言或與能理解該語言的人士討論，然後再根據本通告做出任何可能要求的決定。客戶也可以聯絡我們的客戶服務中心尋求翻譯協助。

TRADITIONAL CHINESE (HONG KONG)/繁體中文 (香港地區)

呢個通知包含有關您的供水服務重要資訊，並可能會影響您的權利。我哋鼓勵您嚟做出任何決定之前，請將呢個通知完整翻譯成您能理解嘅語言或嚟您做出呢個通知可能要求嘅任何決定之前同理解嘅人交談。客戶亦可以聯絡我哋嘅客戶服務中心尋求翻譯協助。

SIMPLIFIED CHINESE/简体中文

本通知包含有关供水服务的重要信息，可能会影响您的权利。我们建议您在根据本通知做出任何所需的决定之前，将本通知全文翻译成您能理解的语言，或聘请能理解本通知的人士帮您了解内容。客户也可以联系我们的客服中心寻求翻译协助。

CREOLE/KREYÒL AYISYEN

Avi sa a gen ladan enfòmasyon enpòtan sou sèvis dlo w epi li ka afekte dwa ou yo. Nou ankouraje w pou tradui avi sa annantye nan yon lang ou konprann oswa pale ak yon moun ki konprann li anvan ou pran nenpòt desizyon yo ka mande anba avi sa a. Kliyan yo ka kontakte sant sèvis kliyan nou an tou pou èd avèk tradiksyon.

CROATIAN/HRVATSKI

Ova obavijest sadrži važne informacije vezane uz opskrbu vodom i može utjecati na vaša prava. Savjetujemo vam da prije donošenja bilo kakve odluke koja može biti zatražena na temelju ove obavijesti, date prevesti cjelokupnu obavijest na jezik koji razumijete ili da se posavjetujete s nekim tko je razumije. Isto tako, za pomoć u prevodu, korisnici se slobodno mogu obratiti korisničkoj službi.

GERMAN/DEUTSCH

Diese Mitteilung enthält wichtige Informationen über Ihre Wasserversorgung und kann Ihre Rechte betreffen. Wir empfehlen Ihnen, diese Mitteilung vollständig in eine Sprache zu übersetzen zu lassen, die Sie verstehen, oder mit jemandem zu sprechen, der sie versteht, bevor Sie Entscheidungen treffen, die aufgrund dieser Mitteilung erforderlich sein könnten. Kunden können sich auch an unser Kundenservice-Center wenden, um Übersetzungsunterstützung zu erhalten.

GUJARATI/ગુજરાતી

આ સૂચનામાં આપની પાણીની સેવા વિશે મહત્વપૂર્ણ માહિતી સમાવિષ્ટ છે અને તે આપના અધિકારોને અસર કરી શકે છે. અમે ભલામણ કરીએ છીએ કે આપ આ નોટિસ સંપૂર્ણ રીતે અપ સમજીને તે લાંબામાં અનુવાદિત કરો અથવા આ સૂચના હેઠળ જરૂરી હોય તો કોઈપણ નિર્ણયો લેતા પહેલા તેને સમજતા હોય તેવી કોઈ વ્યક્તિ સાથે વાત કરો. ગ્રાહકો અનુવાદ સહાય માટે અમારા ગ્રાહક સેવા કેન્દ્ર સાથે પણ સંપર્ક કરી શકે છે.

HINDI/हिन्दी

इस नोटिस में आपकी जल सेवा के बारे में महत्वपूर्ण जानकारी है और यह आपके अधिकारों को प्रभावित कर सकती है। हम सलाह देते हैं कि आप इस नोटिस के तहत आवश्यक कोई भी निर्णय लेने से पहले इस नोटिस का पूरी तरह से उस भाषा में अनुवाद करें जिसे आप समझते हैं या किसी ऐसे व्यक्ति से बात करते हैं जो इसे समझता है। ग्राहक अनुवाद सहायता के लिए हमारे ग्राहक सेवा केंद्र से भी संपर्क कर सकते हैं।

ITALIAN/ITALIANO

Questo avviso contiene informazioni importanti sul servizio idrico e può influire sui Suoi diritti. Le consigliamo di tradurre questo avviso nella sua interezza in una lingua a Lei comprensibile o di parlarne con qualcuno che lo comprenda prima di prendere qualsiasi decisione richiesta ai sensi del presente avviso. I clienti possono anche contattare il nostro centro servizio clienti per assistenza con la traduzione.

KOREAN/한국어

이 통지에는 수도 서비스에 대한 중요한 정보가 포함되어 있으며 귀하의 권리에 영향을 미칠 수 있습니다. 본 통지에 따라 요구될 수 있는 결정을 내리기 전에 이 통지 전체를 귀하가 이해하는 언어로 번역하거나 이를 이해하는 사람과 대화할 것을 권장합니다. 고객은 번역 지원을 위해 고객 서비스 센터에 연락할 수도 있습니다.

POLISH/POLSKI

Niniejsze powiadomienie zawiera ważne informacje dotyczące usług wodociągowych i może mieć wpływ na prawa użytkownika. Zalecamy przetłumaczenie niniejszego powiadomienia w całości na zrozumiały język lub porozmawianie z kimś, kto je rozumie, przed podjęciem jakichkolwiek decyzji, które mogą być wymagane zgodnie z niniejszym powiadomieniem. Klienci mogą również skontaktować się z naszym centrum obsługi klienta w celu uzyskania pomocy w zakresie tłumaczeń.

PORTUGUESE/PORTUGUÊS

Este aviso contém informações importantes sobre seu serviço de água e pode afetar seus direitos. Recomendamos que traduza este aviso na totalidade para um idioma que você consiga entender ou que fale com alguém que entenda o idioma do aviso antes de tomar qualquer decisão que possa ser necessária em virtude deste aviso. Os clientes também podem entrar em contato com nossa central de atendimento ao cliente para obter ajuda na tradução.

RUSSIAN/РУССКИЙ ЯЗЫК

Это уведомление содержит важную информацию о вашем водоснабжении и может затрагивать ваши права. Мы настоятельно просим вас перевести полный текст этого уведомления на тот язык, который вы понимаете, или поговорить с кем-либо, понимающим его содержание, перед принятием любых решений, которые могут потребоваться в соответствии с этим уведомлением. Заказчики могут также обратиться в наш центр обслуживания заказчиков за помощью с переводом.

TAGALOG

Ang pabatid na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong serbisyo ng tubig at maaaring makaapekto sa inyong mga karapatan. Inirerekomenda namin na isaling-wika ninyo ang pabatid na ito sa kanyang kabuuan sa isang wika na naiintindihan ninyo o makipag-usap sa isang tao na nakakaintindi nito bago magsagawa ng anumang desisyon na maaaring iatas ng pabatid na ito. Maaari ding makipag-ugnayan ang mga customer sa aming customer service center para sa tulong sa pagsasalain.

VIETNAMESE/TIẾNG VIỆT

Thông báo này có chứa những thông tin quan trọng về dịch vụ nước của quý vị và có thể ảnh hưởng đến quyền lợi của quý vị. Chúng tôi khuyến quý vị dịch toàn bộ thông báo này sang một ngôn ngữ mà quý vị hiểu hoặc nói chuyện với một người hiểu thông báo này trước khi quý vị đưa ra bất kỳ quyết định nào mà thông báo này có thể yêu cầu. Khách hàng cũng có thể liên hệ với trung tâm dịch vụ khách hàng của chúng tôi để được hỗ trợ về dịch thuật.

العربية/ARABIC

يحتوي هذا الإشعار على معلومات مهمة حول خدمة المياه الخاصة بك وقد يؤثر على حقوقك. نوصيك بترجمة هذا الإشعار بالكامل إلى لغة تفهمها أو التحدث إلى شخص يفهمه قبل اتخاذ أي قرارات قد تكون مطلوبة بموجب هذا الإشعار. يمكن للعملاء أيضًا الاتصال بمركز خدمة العملاء لدينا لطب المساعدة في الترجمة.

فارسی/FARSI

این اعلامیه حاوی اطلاعات مهمی در مورد خدمات آب شما است و ممکن است بر حقوق شما تأثیر بگذارد. توصیه می‌کنیم قبل از تصمیم گیری که ممکن است تحت این اعلان لازم باشد، این اعلامیه را به طور کامل به زبانی که می‌فهمید ترجمه کنید یا با فردی که آن را درک می‌کند صحبت کنید. مشتریان می‌توانند برای دریافت کمک در زمینه ترجمه با مرکز خدمات مشتریان ما نیز تماس بگیرند.

The most common source of lead in tap water is the customer's plumbing and their service line.

While water quality results show the water we provide meets drinking water standards, lead levels might be detected at some properties if the service line, household plumbing or fixtures contain lead due to corrosion of:

- **Lead service line**¹ serving older homes and buildings. Homes built before 1930 are more likely to have lead plumbing systems.
- **Lead solder** in household plumbing installed before state adoption of the Environmental Protection Agency (EPA) lead ban in January 1991.
- **Some faucets** manufactured prior to 2014.

It might also be detected if sediment or debris, possibly containing lead, is released from a lead service line during repair projects, or if a partial replacement of the lead service line serving your home is performed.

Getting your water tested for lead

Pennsylvania American Water does not provide testing for lead for individual customers. Customers can choose to have their water tested by a certified laboratory at their own cost.

About service lines

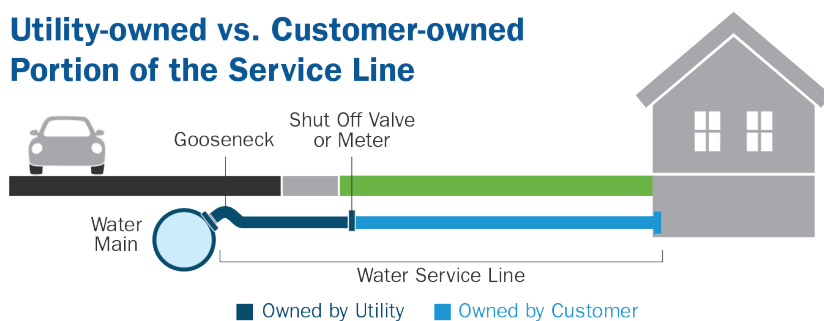
Over the years, plumbers have used different service line materials, including copper, PVC, lead, galvanized steel and others. To see what your water service line material is, visit our online map at pennsylvaniaamwater.com/leadfacts. If the customer-owned service line is listed as unknown or identified incorrectly, help us identify and report the material (see page 5). If the portion of service line you own is made of lead, we'd like to work with you to replace it at no direct cost to you.

Who owns the service line?

This can vary from community to community, but generally the customer owns a portion and the utility owns a portion.

- **Utility-owned portion:**
This is the portion of the service line that extends from the company's main in the street to the company shut off valve (generally located near the curb).
- **Customer-owned portion:**
The property owner is responsible for this portion. It extends from the company shut off valve to the inside plumbing.

Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.

Providing safe, reliable water service is our top priority.

We test for lead in accordance with regulatory requirements. The results of these tests indicate the water meets drinking water standards, including those related to lead. Results of these tests are included in your annual Water Quality Report, which is available online (scan QR code to the right). In addition, we take steps to reduce the potential of lead leaching from service lines and household plumbing into the water. We do this by managing the pH levels in the water leaving our treatment facilities and adding a corrosion inhibitor where needed.

Please note: If any portion of your water service line is lead and we replace it, we'll also provide you with the opportunity to have your water tested for lead following replacement. There are circumstances where elevated lead levels may continue to be detected in consumers' taps after lead service line replacements, due to other sources of lead in the home.



View Your
Annual Water Quality
Report Online

PARTICIPATE in our Lead Replacement Program

If the customer-owned portion of the service line is made of lead, we'd like to work with you to replace it at no direct cost to you. Here's what to expect at a glance...

BEFORE service line replacement

1 Identify your pipe material (page 5)

If you haven't already reported your service line material, help us by identifying and reporting your service line material online (see page 5). If you need assistance, contact us. We will need to verify the service line is made of lead. This may involve:

- Digging a test pit over your existing service line (the number and size of test pits may vary)
- Inspecting your service line inside where it enters your home and connects to the water meter
- Obtaining a mark out of underground utilities and checking your's home electrical system grounding.

See pg. 6 for tips to reduce your potential exposure to lead

2 Prep & sign an agreement (pages 6 & 10)

If the customer-owned service line is lead, we'll contact you to discuss project specifics and how to prepare the work area. **Before we can proceed, the property owner must sign and return an agreement to allow our contractor to work on and in the property.** If the customer-owned service line is not lead, there's no need to sign an agreement.

NOTE: If the customer- and company-owned service lines are both made of lead, the U.S. Centers for Disease Control (CDC) and the EPA recommend replacing the entire lead service line. Replacing only one portion of a lead service line can potentially increase the exposure to lead through drinking water.

DURING service line replacement

3 REPLACE the lead service line

Our contractor will install the new water service line. This generally can be done in one day. There may be up to a 4 hour interruption of water service while we perform the work. You may want to store a few gallons of water for drinking in preparation. Any needed lawn, driveway or sidewalk restoration work may take additional days, but there's no need for you to be home while we complete the restoration.

3

AFTER service line replacement

4 Flush your plumbing (page 7)

IMPORTANT! Once your service line is replaced, your internal plumbing will need to be flushed to remove debris and any pipe scale that may have come loose during construction. **This step should be completed BEFORE you consume tap water or use hot water.** Instructions for the initial and ongoing maintenance flushing are provided on page 7.

5 Use the pitcher filter for 6 months (page 8)

We provide you with a pitcher filter rated to remove lead for you to use for 6 months following replacement of the lead service line.

6 Collect water sample (page 9)

3 to 6 months after the service line is replaced, we'll send you information on how to arrange to have your water tested for lead at no additional cost to you. We provide the test kit. You collect the sample and send it back to us (we cover the postage). We'll provide the results to you once they are available.

Have questions?

If you have any questions related to our lead service line replacement program, contact us.



We can be reached at leadfreepa@amwater.com. Please allow 3 business days for us to respond. This email box is not monitored 24/7.

For water emergencies: If you're experiencing a water outage or water quality issue, we're available 24/7 at 1-800-565-7292.

Health effects of lead

According to the U.S. Environmental Protection Agency, exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

Why should I participate in this program?

The most common source of lead in tap water is the customer's plumbing and their service line. Your decision to replace an old lead service line is an important one. The U.S. CDC and EPA recommend replacing the entire lead service line rather than only replacing a portion of the line. Because replacing only a portion of the lead service line can potentially increase the exposure to lead through drinking water, all lead portions of the service line should be replaced.

What is included in the replacement?

This includes replacement of any lead portions of the water service line from the water main to a valve inside your house (limited up to 5 feet inside your house). If there is no existing valve, we will install one as needed.

My household plumbing is lead.

Will you replace that as well?

No. Internal plumbing is the responsibility of the property owner.

Will you cover the costs if I replace my lead service line before or after your planned project?

At this time, this program is only offered while we are upgrading our water infrastructure. If you decide to replace your service line prior to or after our planned project, we can not guarantee that we will cover the costs. To learn more about the criteria to be reimbursed, visit pennsylvaniaamwater.com/leadfacts and select Frequently Asked Questions. Customers always have the option of replacing their portion of the service line through their own contractor at their own expense, not reimbursed by the company. In these cases, it's important for the homeowner and/or their plumber to contact us ahead of time.

Do I need to be home?

You will need to be home for part of the work. To replace the entire lead service line, we will need to access your existing customer-owned service line where it enters your house or building. You also will need to be home to flush your plumbing after the work is completed.



Will my water service be turned off during this work?

A short, temporary disruption in water service may occur as we transition from the old lead service line to the new service line. We will make every effort to minimize any disruption.

If I choose to participate, when can you schedule this work?

We need to perform this work as we are upgrading the water infrastructure in your area. We will contact you to schedule a time that works best.

Can I use a filter to remove lead instead of replacing the lead service line?

Using filters rated to remove lead can be effective if properly maintained. Replacing the entire lead service line will remove a source of lead and help reduce your potential exposure to lead in drinking water.

If you agree to replace your lead service line, the EPA recommends using a pitcher filter (which we will supply to you at no cost) for drinking water for 6 months after a lead service line replacement.

IDENTIFY your pipe material

We're committed to replacing all lead and certain galvanized service lines over the course of the next several years. First, we need to know where they are!

Due to age or lack of records, your service line material may be unknown. If so, we'd like you to self-identify and report the material of your customer-owned service line where it enters your home—typically in your basement, crawl space or garage—by following these simple steps:

1 SCAN THE QR CODE OR VISIT pennsylvaniaamwater.com/leadfacts

Search for your address. If the customer-owned service line material is labeled unknown or if it's identified incorrectly, help us to identify the material.





2 FOLLOW the instructions, answer a few questions and upload a photo of your service line material.

3 CLICK "SUBMIT!"



NOTE: If your service line contains lead, it does not mean you cannot use water as you normally do. Pennsylvania American Water tests for lead in accordance with regulatory requirements and our water meets water quality regulations, including those related to lead. **For steps you can take to reduce your potential exposure to lead, see page 6.**

Types of Pipe

	Galvanized: A dull, silver-gray color. Use a magnet - strong magnets will typically cling to galvanized pipes.
	Copper: The color of a copper penny.
	Plastic: Usually white, rigid pipe that is jointed to water supply piping with a clamp. Note: It can be other colors, including blue and black.
	Lead: A dull, silver-gray color that is easily scratched with a coin. Use a magnet - strong magnets will <u>not</u> cling to lead pipes.

Our Partner

TYLin

In addition to customers self identifying their service line material online, our consultant, TYLin, is available to answer questions and schedule an in-home inspection to verify your service line material by visiting pennsylvaniaamwater.com/leadfacts, and clicking on the Assistance Request Form link.

TYLin also canvass in neighborhoods to help collect service line inventory information. Their employees wear logoed, high-visibility vests and carrying official photo ID badges. Please check for proper identification before allowing anyone into your home.

PREP for your service line replacement



Before we can replace your lead service line, we'll need your approval.

IMPORTANT: If the customer-owned portion of the service line is lead, sign the agreement on **page 10** to allow us to replace your service line at no direct cost to you.

Some tips to prepare for the service line replacement.

- If the customer-owned portion of the service is being replaced, we will need access to where the service line enters your property. Please be sure the area is accessible so that we can safely complete the service line work. **NOTE: We reserve the right to discontinue or postpone work if the property is found to be unsuitable or unsafe for our crews and contractors to perform the work.** This includes, but is not limited to structural hazards, unsanitary conditions or any situations that threaten the personal safety of our crews or contractors.
- The customer, or designated person at least 18 years old, must be present during the service line replacement.
- Typically, water service may be interrupted for approximately 4 hours while we perform the work. You may want to store a few gallons of water for drinking in preparation. **If you are a critical care facility or a customer with critical water needs and are concerned about temporary water service outages,** please notify us immediately so that we can make the proper arrangements or accommodations.

If we have to excavate the road, yard, sidewalk or driveway: We will provide a temporary surface restoration and, weather permitting, complete the permanent restoration work in approximately 90 days to allow time for the soil to settle. **Note:** Permanent restoration work may be delayed during winter months (from mid-October through early April) depending on regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring.

Steps you can take to reduce your potential exposure to lead in drinking water.

You cannot see, smell or taste lead, and boiling water will not remove lead. Here are steps you can take to reduce your potential exposure if lead exists in your home plumbing.

- 1. Replace any lead service lines.** If you have a lead service line, replace it.
- 2. Flush your taps.** The longer the water lies dormant in your home's plumbing, the more lead it might contain. If the water in your faucet has gone unused for more than 6 hours, flush the tap with cold water for 30 seconds to 2 minutes before drinking or using it to cook. To conserve water, catch the running water and use it to water your plants.
- 3. Use cold water for drinking and cooking.** Hot water has the potential to contain more lead than cold water. If hot water is needed for cooking, heat cold water on the stove or in the microwave.
- 4. Routinely remove and clean all faucet aerators.**
- 5. Check to see if your interior plumbing or faucets contain lead and replace any that do.** Look for the "Lead Free" label when replacing or installing plumbing fixtures.
- 6. Follow manufacturer's instructions for replacing water filters** in household appliances, such as refrigerators and ice makers, as well as home water treatment units and pitchers. Look for NSF 53 certified filters.
- 7. Flush after plumbing changes.** Changes to your service line, meter or interior plumbing may result in sediment, possibly containing lead, in your water supply. Remove the aerator from each faucet and run the water for 3 to 5 minutes.

Note: Homeowners are responsible for their in-home plumbing. Plumbing fixtures like faucets, valves and solder can contain small amounts of lead. If lead exists in your internal plumbing or fixtures, we recommend that you follow the above tips to help reduce your potential exposure to lead. If you have concerns about the plumbing in your home, please contact a licensed plumber.

FLUSH Your Plumbing



After the service line is replaced...

BEFORE you consume tap water or use hot water, flush your household plumbing to remove any sediment or debris like pipe scale that may have come loose during replacement. Consuming includes drinking, cooking, making baby formula, filling pet bowls or using appliances requiring water, such as icemakers and filtered water dispensers.

IMPORTANT: Follow these instructions to immediately flush your household plumbing and use of the pitcher filter we provided.

Immediately, complete whole house flush

Here's how:

1. Find the closest **cold water** tap to where the water line enters the home (such as an outside hose bib or laundry/utility sink). If using an outside faucet, please use a hose to safely direct water away from your home. **If applicable:** Remove the faucet aerator and bypass any home water treatment unit(s), per manufacturer's instructions.
2. Fully open the closest cold water tap and let the water run until you complete step 6.

Next, flush the remainder of your household plumbing working your way from the first tap you opened to the farthest tap away from where the water enters the home as follows¹:

3. Find all cold water faucets that will drain properly into a sink/basin, tub, shower or laundry tub, and remove any aerators and screens from the faucets that will be flushed. **If applicable:** Remove any filter devices.
4. Beginning at the closest tap and working your way throughout the remainder of the home, fully open the cold water taps. Be sure to monitor these faucets to prevent overflows.
5. Let the water run for **at least 30 minutes** at the farthest/last tap you open.
6. Turn off each tap in reverse order ending with the first tap you opened in step 2. Clean and replace the aerators on faucets as you go.

¹ Source: American Water Works Association (AWWA)

Use the pitcher filter provided

Use the pitcher filter provided for all drinking water use, such as cooking, preparing food, making baby formula, making ice and filling pet bowls, for the next **6 months**. Replacing a lead service line has been shown to potentially cause temporary increases in lead levels. Using a pitcher filter designed to remove lead from drinking water can help reduce your potential exposure to lead. Please review the manufacturer's instructions on proper use of the filter. If the "replace filter" indicator light goes off prior to six months, scan the QR code on page 8 to request an additional filter cartridge.

[Learn more about pitcher filters on page 8.](#)

About 3 months after the service line replacement: We'll send you a postcard with information on how to arrange to have your water tested for lead at no additional cost to you. Your test results will be provided once they are available.

Daily and monthly maintenance for 6 months

Other steps to help reduce your potential exposure include:

- **DAILY (for 6 months):** Each morning or any time the water in the faucet has gone unused for more than 6 hours, flush your tap for **5 minutes** before using any water for drinking, cooking or making infant formula.
- **MONTHLY (for 6 months):** Remove and clean all faucet aerators. After 6 months, clean aerators twice a year.

[See additional tips on page 6 if your internal plumbing or faucets contain lead.](#)

Frequently asked questions about Pitcher Filters

Why should I use a pitcher filter?

Replacement of lead and certain galvanized service lines may result in a temporary increase in lead levels in drinking water.

The U.S. EPA's Lead and Copper Rule Revisions, effective October 16, 2024, requires water providers to distribute a pitcher filter¹ to customers and encourage use for 6 months after replacing a lead service line.

When should I use the pitcher filter?

EPA recommends the pitcher filter be used for all drinking water use, such as cooking, preparing food, making baby formula, making ice and filling pet bowls, for **6 months after a lead service line is replaced**. Non-filtered water can be used for other activities, such as showering, brushing teeth and bathing.

Can I brush my teeth and use water for bathing and showering?

Yes. Human skin does not absorb lead in water, and brushing teeth is not typically identified as an exposure route. To be sure, avoid swallowing large amounts of water while brushing your teeth.

Do I need to filter water for my pets?

Pets should be given filtered drinking water as well.

Can I boil the water instead of using the pitcher filter?

No, boiling water will not remove lead.

Can I use a filter I already have?

EPA recommends customers use filters that are certified to NSF Standard 53, which can be used for lead removal for drinking and cooking if maintained as recommended by the manufacturer. For guidance on verifying if your filter is certified to remove lead, see NSF International's guide to certified filtration devices.

Will I be charged for the pitcher filter?

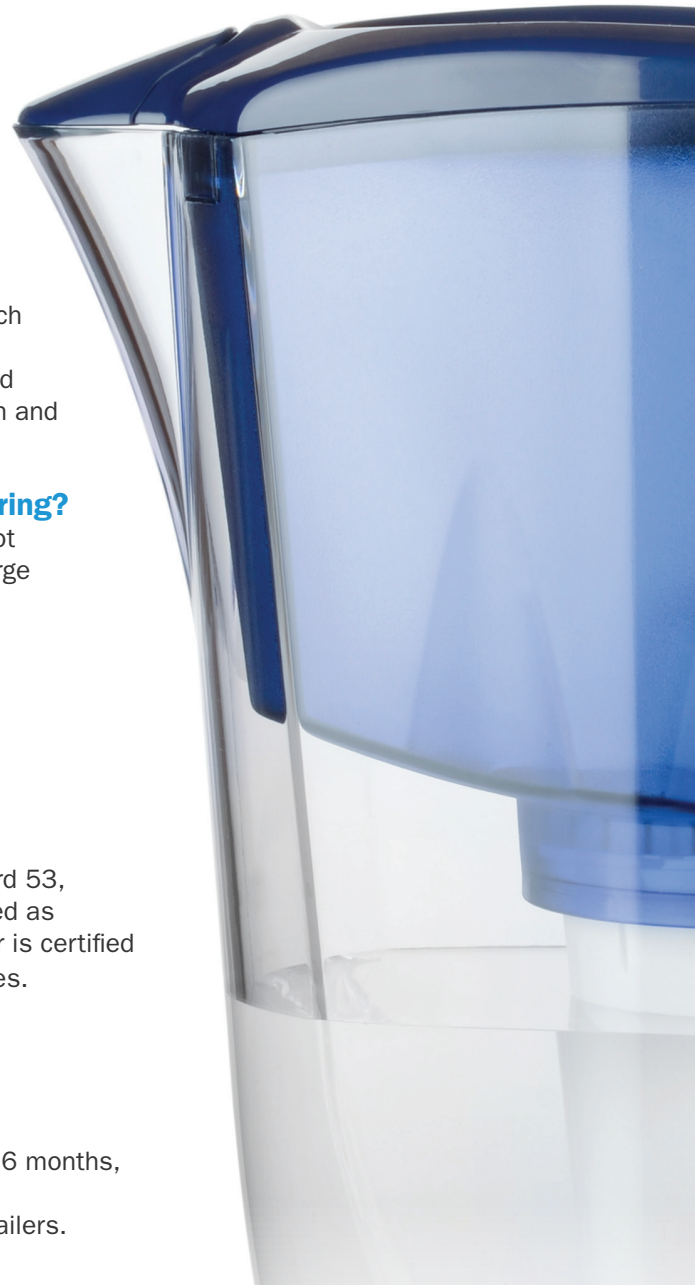
There is no charge for the pitcher filter provided.

Do I need to return the pitcher filter after 6 months?

The pitcher is yours to keep. If you continue using the pitcher filter after 6 months, it is important to replace the cartridge as specified by the manufacturer. Replacement cartridges are available for purchase from a number of retailers.

How long do I need to use the pitcher filter?

EPA recommends using a pitcher filter for 6 months after the replacement of lead and certain galvanized service lines. The filter cartridge is designed to last 6 months. If the "replace filter" indicator light turns on within 6 months of the service line replacement, you can order a replacement cartridge online by scanning the QR code and completing the form. After 6 months, replacement cartridges are available for purchase from a number of retailers.



¹ The pitchers shown are a generic representation. The brand of pitcher filter may vary or, in some cases, a point of use device may be provided instead.

Arrange to Have Your Water Tested

3 to 6 months after we replace your service line, we'd like to test your water for lead.

Approximately, 3 to 6 months after the service line is replaced, we'll send you information on how to arrange to have your water tested for lead at no additional cost to you.

We provide the test kit with instructions on how to collect a sample. You collect the sample and send it back to our certified laboratory (we cover the postage).

We'll provide the test results to you once they are available.



PENNSYLVANIA
AMERICAN WATER



CERTIFICATE OF APPRECIATION

PRESENTED TO

YOU! OUR VALUED CUSTOMER

IN GRATEFUL RECOGNITION FOR ALLOWING US
TO REPLACE YOUR LEAD SERVICE LINE

THANK YOU!

LEAD WATER SERVICE LINE REPLACEMENT



The undersigned Customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants Pennsylvania-American Water Company (the "Company") and its approved contractors and/or subcontractors a license to enter upon the Customer's property at the address shown below ("Property") for the purpose of replacing the Customer-owned water service line from the Customer's residence to the Company's water service line adjacent to the Property, at no direct cost to the Customer.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

The Customer represents that the Customer is/are the owner(s) of the Property at the address shown above and has/have authority to agree to this License.

The term of this license shall remain valid from the date set forth below through the date the installation has been completed or through the transfer of the Property from the undersigned Customer. In the event the water service line material is determined to be any material other than lead or galvanized steel, this agreement shall terminate and the water service line will not be replaced by the Company. Following confirmation that the water service line material is lead or galvanized, the Company or its approved contractors and/or subcontractors will replace or install the Customer's service line from the curb stop or meter pit, as applicable, to the first fitting or valve in the Customer's residence, at no direct cost to the Customer.

A LEAD SERVICE LINE IS EITHER (1) A LEAD PIPE OR (2) A GALVANIZED PIPE CURRENTLY OR PREVIOUSLY DOWNSTREAM FROM A LEAD PIPE.

The Company will determine the location of the installation of the Company and Customer service lines. The Company's service line and the installation will be owned and maintained by the Company. The Customer service line is currently, and will continue to be, owned and maintained by the Customer. The new water meter pit, if applicable, will be owned and maintained by the Customer.

The Customer, or designated person at least 18 years old, must be present during the service line replacement.

THE CUSTOMER ACKNOWLEDGES THAT IF ANY UPGRADES TO THE CUSTOMER'S INTERNAL PLUMBING ARE REQUIRED PRIOR TO OR AS A RESULT OF THE SERVICE LINE REPLACEMENT, IT WILL BE AT THE SOLE COST OF THE CUSTOMER. THIS INCLUDES, BUT IS NOT LIMITED TO, ANY REQUIREMENT BY A GOVERNMENTAL ENTITY TO MEET APPLICABLE PLUMBING CODE(S).

Upon completion of the work necessary to replace the service line, the Company will restore the Customer's Property as nearly as practicable to the condition it was immediately prior to the replacement. The Company warrants the workmanship of its installation of the Customer service line and water meter pit, if applicable, for a period of 24 months following the date of installation, with the Company's liability limited to the cost of repairing or replacing the Customer service line and/or water meter pit, if applicable.

If we must excavate the road, yard, sidewalk or driveway, we will provide a temporary surface restoration and, weather permitting, complete the permanent restoration work in approximately 90 days to allow time for the soil to settle. Note: Permanent restoration work may be delayed during winter months (from mid-October through early April) depending on regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring. Homeowners will be responsible for watering any new grass seed that is spread.

THE CUSTOMER ACKNOWLEDGES THAT THE CUSTOMER HAS RECEIVED AND READ THE DOCUMENT, "IMPORTANT NOTICE ABOUT YOUR WATER SERVICE AND LEAD," PROVIDED BY THE COMPANY.

IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT THE COMPANY'S COST AND THE COMPANY'S AGREEMENT TO PROVIDE A 24-MONTH LIMITED WORKMANSHIP WARRANTY, THE CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS THE COMPANY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE COMPANY AND/OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.

I have read the above and elect the following:

The Customer elects for the Company to replace the Customer's lead or galvanized water service line.

The Customer does **NOT** elect for the Company to replace Customer's lead or galvanized water service line. If Customer elects not to replace their lead or galvanized service line and the Company's side was replaced, it would be considered a partial replacement. Please note: The U.S. Centers for Disease Control and Prevention (CDC) and the U.S. Environmental Protection Agency (EPA) recommend replacing the entire lead service line rather than only replacing a portion of the line. Because replacing only a portion of the lead service line can potentially increase the exposure to lead through drinking water, all lead portions of the service line should be replaced. In addition, there could be ramifications for not electing to replace the Customer lead service line.

CUSTOMER

Signature _____
Print Name _____
Date _____
Email _____
Phone _____

PENNSYLVANIA-AMERICAN WATER COMPANY

Signature _____
Print Name _____
Date _____
Phone _____

If you are the property owner, but do not reside at the above address, please check here.

PLEASE RETURN TO:

CUT HERE

REEMPLAZO DE LA TUBERÍA DE PLOMO DEL SERVICIO DE AGUA



El (los) cliente(s) que suscribe(n), cuyo(s) nombre(s) aparece(n) en la sección de firmas al final de esta página (el "Cliente") le otorga(n) a Pennsylvania-American Water (la "Compañía") y a sus contratistas y subcontratistas aprobados un permiso para ingresar a la propiedad del Cliente, en la dirección que figura a continuación (la "Propiedad"), con el fin de reemplazar la tubería de servicio de agua propiedad del Cliente, de su residencia, con la tubería de servicio de agua de la Compañía, adyacente a la Propiedad, sin ningún costo para el Cliente.

DIRECCIÓN DE LA PROPIEDAD: _____ Ciudad _____ Estado _____ Código postal _____

El/los Cliente(s) declara(n) que es/son el/los propietario(s) de la propiedad en la dirección indicada anteriormente y que tiene(n) autoridad para conceder este permiso.

El plazo del permiso será válido desde la fecha indicada a continuación hasta la fecha en que se haya completado la instalación o hasta la cesión de la propiedad por parte del Cliente abajo firmante. En el caso de que se determine que el material de la tubería de servicio de agua es de cualquier otro material que no sea plomo o acero galvanizado, este acuerdo terminará y la tubería de servicio de agua no será reemplazada por la Compañía. Tras la confirmación de que el material de la tubería de servicio de agua es de plomo o galvanizado, la Compañía o sus contratistas y/o subcontratistas autorizados reemplazarán o instalarán la tubería de servicio del Cliente desde la llave de corte o el pozo del medidor, según proceda, hasta el primer accesorio o llave de paso en la residencia del Cliente, sin ningún costo directo para este.

UNA TUBERÍA DE SERVICIO DE PLOMO ES (1) UNA TUBERÍA DE PLOMO O (2) UNA TUBERÍA GALVANIZADA QUE SALE, O SALÍA ANTERIORMENTE, DE UNA TUBERÍA DE PLOMO.

La Compañía determinará las ubicaciones de instalación de las tuberías de servicio de la Compañía y del Cliente. La tubería de servicio de la Compañía y la instalación serán propiedad de la Compañía, quien se encargará de su mantenimiento. La tubería de servicio del Cliente actualmente es de su propiedad, y continuará siéndolo, y este seguirá encargándose de su mantenimiento. El nuevo pozo para el medidor de agua, si corresponde, será propiedad del Cliente y este se encargará de su mantenimiento.

El Cliente, o la persona designada de 18 años en adelante, debe estar presente durante el reemplazo de la tubería de servicio.

EL CLIENTE ACEPTA QUE, SI SE REQUIERE CUALQUIER MEJORA EN LAS TUBERÍAS INTERNAS DEL CLIENTE, ANTES DE O COMO RESULTADO DEL REEMPLAZO DE LA TUBERÍA DE SERVICIO, ESTA SE REALIZARÁ POR CUENTA DEL CLIENTE. ESTO INCLUYE, A MERO TÍTULO ENUNCIATIVO, CUALQUIER REQUERIMIENTO DE UNA ENTIDAD GUBERNAMENTAL DE CUMPLIR CON LOS CÓDIGOS DE PLOMERÍA VIGENTES.

Una vez terminadas las tareas necesarias para reemplazar la tubería de servicio, la Compañía restablecerá la Propiedad del Cliente, en la medida de lo posible, a las condiciones en las que se encontraba inmediatamente antes del reemplazo. La Compañía garantiza el trabajo de instalación de la tubería de servicio y del pozo para el medidor de agua del Cliente, si corresponde, por un período de 24 meses luego de la fecha de la instalación, y la responsabilidad de la compañía se limita al costo de reparación o reemplazo de la tubería de servicio y/o el pozo del medidor de agua del Cliente, si corresponde.

Si debemos excavar la calle, el jardín, la acera, o la entrada para automóviles, haremos una restauración temporal de la superficie y, si las condiciones climáticas lo permiten, completaremos el trabajo de restauración permanente en aproximadamente 90 días, a fin de permitir que el suelo se asiente. Nota: La obra de restauración permanente podría retrasarse durante los meses de invierno (desde mediados de octubre hasta principios de abril), dependiendo de las regulaciones relacionadas con la pavimentación. Si esto ocurre, completaremos el trabajo de restauración lo antes posible durante la primavera. Los propietarios serán responsables de regar cualquier semilla de césped nueva que se esparza.

EL CLIENTE RECONOCE QUE HA RECIBIDO Y LEÍDO EL DOCUMENTO "AVISO IMPORTANTE ACERCA DEL SERVICIO DE AGUA Y EL PLOMO" PROPORCIONADO POR LA COMPAÑÍA.

COMO CONTRAPRESTACIÓN POR REALIZAR EL TRABAJO DE INSTALACIÓN DE LA TUBERÍA DE SERVICIO DEL CLIENTE (CUYOS GASTOS CORREN POR CUENTA DE LA COMPAÑÍA) Y EL COMPROMISO DE LA COMPAÑÍA DE PROPORCIONAR UNA GARANTÍA LIMITADA DE 24 MESES POR EL TRABAJO REALIZADO, EL CLIENTE ACEPTA MANTENER INDEMNEMENTO A LA COMPAÑÍA Y SUS ASOCIADOS Y AGENTES DE TODO RECLAMO, RESPONSABILIDAD Y COSTO ("RECLAMOS") QUE SURJAN DE LOS ACTOS U OMISIONES DE LA COMPAÑÍA Y DE SUS SUBCONTRATISTAS APROBADOS DURANTE LA INSTALACIÓN DE LA TUBERÍA DE SERVICIO DEL CLIENTE.

He leído lo anterior y elijo lo siguiente:

El Cliente elige que la Compañía reemplace la tubería de servicio de agua de plomo o galvanizada del Cliente.

El Cliente **NO** acepta que la Compañía reemplace la tubería de servicio de agua de plomo o galvanizada del Cliente. Si el Cliente no acepta que se reemplace su tubería de servicio de agua y se reemplaza el lado de la Compañía, se consideraría un reemplazo parcial. Tenga en cuenta lo siguiente: Los Centros para el Control y la Prevención de Enfermedades (CDC, por sus siglas en inglés) de EE. UU. y la Agencia de Protección Ambiental (EPA, por sus siglas en inglés) de EE. UU. recomiendan que se reemplace la tubería de servicio de plomo en su totalidad en lugar de reemplazar solo una parte de ella. Ya que el reemplazo de una sola parte de la tubería de servicio de plomo puede incrementar potencialmente la exposición al plomo a través del agua potable, debería reemplazarse toda la tubería de servicio. Además, podría haber otras repercusiones por no aceptar el reemplazo de su tubería de servicio de plomo.

CLIENTE

Firma _____

Nombre en letra de imprenta _____

Fecha _____

Correo electrónico _____

Teléfono _____

PENNSYLVANIA-AMERICAN WATER COMPANY

Firma _____

Nombre en letra de imprenta _____

Fecha _____

Teléfono _____

Si usted es el propietario del inmueble, pero no reside en la dirección antes indicada, consulte aquí.

DEVOLVER A: