



Dear Customer,

I am writing to provide you with details on Aqua Pennsylvania's construction work that is scheduled in your neighborhood. Before I do, on behalf of Aqua, I want you to know that we hope you and your family are faring well during this COVID-19 pandemic. During this time of uncertainty, please know that the water Aqua Pennsylvania delivers to your home or business remains compliant, meeting or outperforming all standards of the Safe Drinking Water Act.

The COVID-19 pandemic has shined a greater light on the importance of access to safe drinking water and Pennsylvania Governor Tom Wolf has identified Aqua as part of the life-sustaining business sector that contributes to the health and safety of Pennsylvania. Our ability to continue the uninterrupted delivery of safe drinking water to your homes and businesses is dependent on our ability to continue the necessary replacement of aging water mains.

Aqua Pennsylvania will begin the replacement of 1,300 feet of aging 6-inch cast iron water main with new 8-inch ductile iron water main on the following street in West Chester Borough, Chester County beginning **Monday, November 2, 2020**:

- **West Marshall Street between North New and North High streets**

The \$326,000 project is part of our continuing infrastructure improvement program that replaced more than 17 miles of aging main in Chester County in 2019 to improve service reliability for customers. The new water main will reduce the potential for main breaks and discolored water and improve water flow in the area.

Construction will typically take place weekdays between 7 a.m. and 4 p.m. Access will be provided for emergency, mail and trash service. Residents will have access to their properties, but at times will need to enter from different directions due to changing work zones.

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 may 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 workday. Permanent restoration will take place in the spring of 2021.

We will notify customers ahead of any planned water service interruptions and will provide 48 hours advance notice for any scheduled interruption greater than 30 minutes. We are closely

monitoring the COVID-19 crisis and will change our practices if and when required. Aqua will have an inspector on the job each day to answer your questions.

Our employees and contractors have implemented the social distancing and hygiene practices encouraged by the Centers for Disease Control and other agencies. Should you encounter our crews and other employees, please maintain social distancing for your own safety as well as that of our crews. The work we are continuing is recognized as critical and our employees throughout the state are working 24/7 to answer your calls, respond to emergencies and maintain uninterrupted water service.

Please refer to the accompanying door hanger for more information on what to expect as we begin our construction project in your neighborhood.

In addition to reaching our customer service staff and emergency dispatcher at the number listed on the doorhanger accompanying this letter, you may also call me with any questions regarding the project at 610.430.0747.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Rosser". The signature is fluid and cursive, with the first name "Jim" being more prominent than the last name "Rosser".

Jim Rosser
Construction Superintendent – Great Valley Division