



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 the 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 5,400 feet of aging 6-inch cement pipe with new 8-inch ductile iron water main on the following streets in Westtown Township, Chester County beginning the week of May 11, 2020:

- **Rollinview Drive between Ponds Edge Road and the end of the cul-de-sac**
- **Nectar Lane between Ponds Edge Road and the end of the cul-de-sac**
- **Ponds Edge Road between Manley and Walnut Hill Roads**

The \$913,000 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 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.

Ordinarily, once testing has been completed, we would transfer each water service and any fire hydrants onto the new main, then make the final connections on the side streets and abandon the old main. Permanent restoration would be complete in the fall of 2020. However, due to the COVID-19 pandemic, we are delaying the transfer of services and final connections that we cannot complete in less than 30 minutes until further notice because we understand that access to water is crucial to maintaining good health during the current pandemic. 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 door hanger left at your property 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 written in a cursive style with a long horizontal stroke at the end.

Jim Rosser
Construction Superintendent – Great Valley Division