NEW JERSEY AMERICAN WATER

Lead Service Line Replacement Program

Canvassing and Replacement efforts in Maplewood

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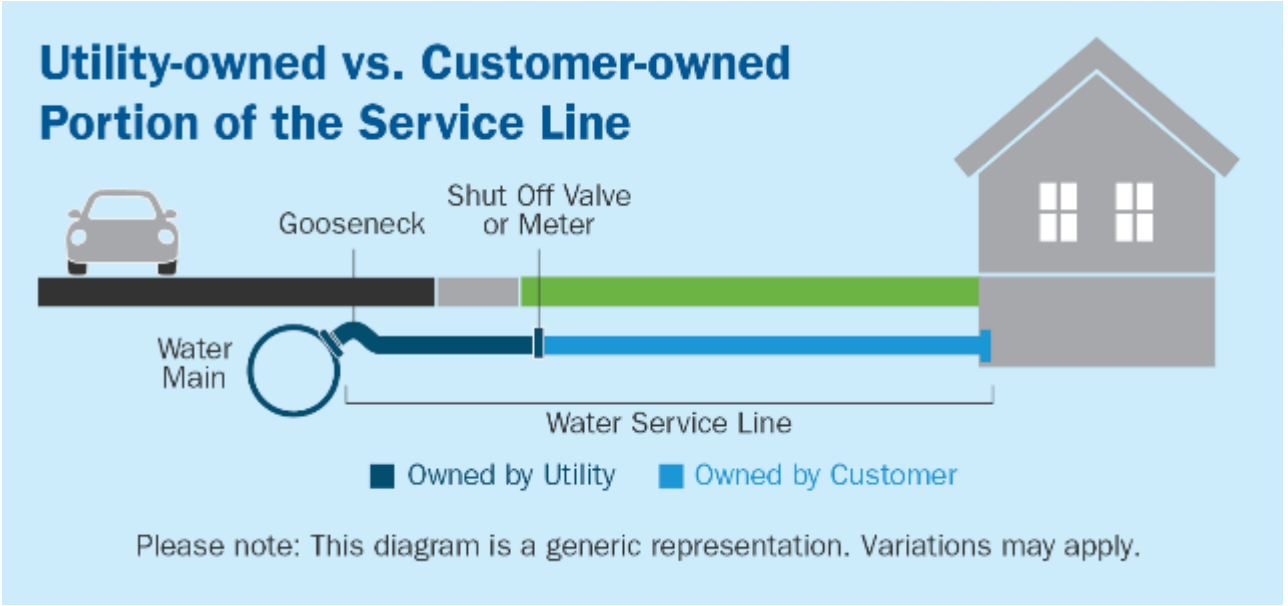
Background on Lead Service Line Replacement Law

In July 2021, New Jersey passed legislation (now law) regarding lead service line identification, notification and replacement of all lead service lines within ten years.

Key elements of this legislation are as follows:

- ✓ **<u>Galvanized lines = lead service lines</u>**
- ✓ Publish service line inventory publicly online. Inventories must show lead, non-lead and unknown service lines down to the parcel level.
- ✓ Notify customers annually with service line material if lead, galvanized or unknown by mail.
- ✓ Utilities must plan to replace all known lead and galvanized steel service lines by 2031.

Who Owns What?



Regardless of service line material, New Jersey American Water customers can continue to use their water as they normally do. Their water continues to meet water quality standards.

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Replacement Prioritization Model & Plan

In July 2022, NJ Department of Environmental Protection determined that we could not prioritize replacements with a statewide approach but instead must advance each of its 32 PWSIDs concurrently each with an average 10% replacement per year.

How did we do this methodically and with equity in mind?

- **Utilized census block groups within each PWSID**
- **Prioritization Parameters:**
  - Density of Known Lead
  - Density of Unknowns
  - Density of Children Under 5
  - Overburdened Communities (census defined)
  - Climate and Environmental Justice areas (census defined)
- **Final Score based on weighting criteria of parameters above**
- **This analysis was completed for PWSIDs with >10 block groups (large systems)**

Examples of prioritization maps: 5 = Highest Priority; 0 = Lowest Priority

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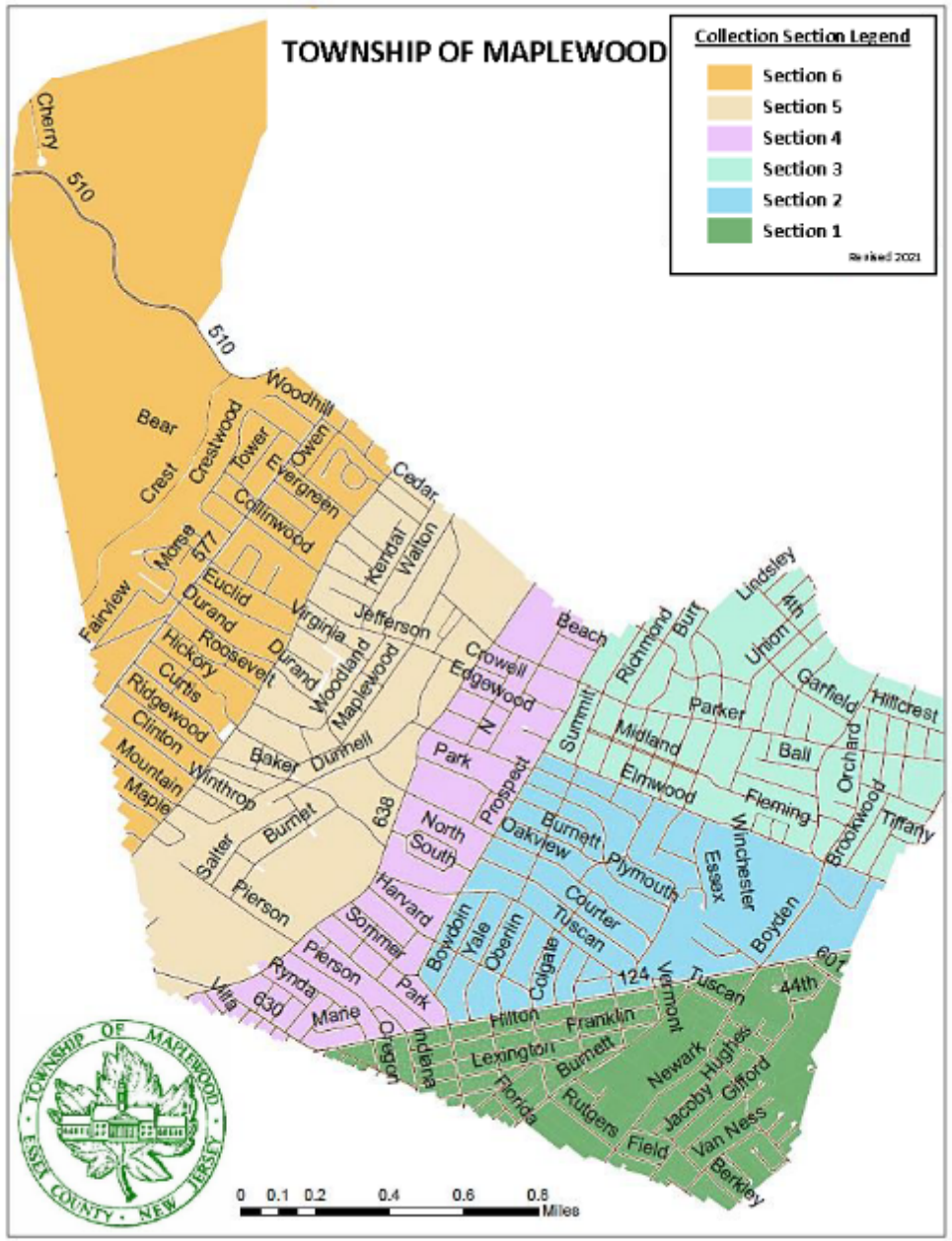
Plan for Maplewood

- **Canvassing**: Across all Sections
  - Canvassers will have contractor ID badges
  - Appointments can be made in advance
- **Test Pits**: Begin in Section 1 and continue to Section 6
  - Montana Construction will reach out directly to pre-identified homes.
- **Replacements**: Working in 2-3 Sections at a time, dependent on signed agreements
- **Translated Materials**: Spanish, Creole



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Customer Communication & Outreach Timeline

- **April 3-4:** Customers will receive letter informing them of this program launch and the plan to send addition communications.
- **April 8:** Targeted Emails to customers
  - Customers with Unknown Service Line Material: Email to schedule a Free Inspection
  - Customers with known lead/galvanized: Email to encourage customers to sign replacement agreement
- **April 9:** Customer received first postcard with the call to action to self-id or schedule an appointment.
- **April 14**: Postcard reminder that the program will begin this week
- **Week of April 14**: Customers received Alert notification as a reminder of canvassing effort beginning.

Pre- and Post-Construction Materials

PRE-CONSTRUCTION MATERIALS

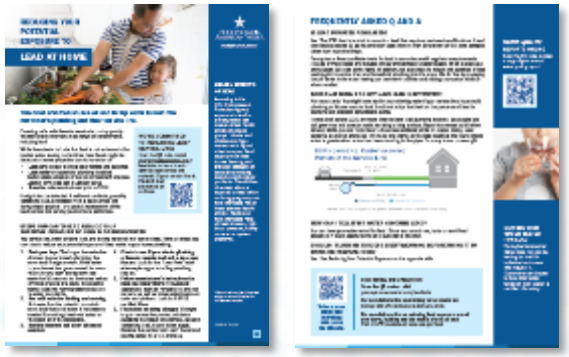
LSLR Overview

Agreement

Lead Fact Sheet

POST-CONSTRUCTION MATERIALS

Flushing Instructions



Pitcher Filter Factsheet

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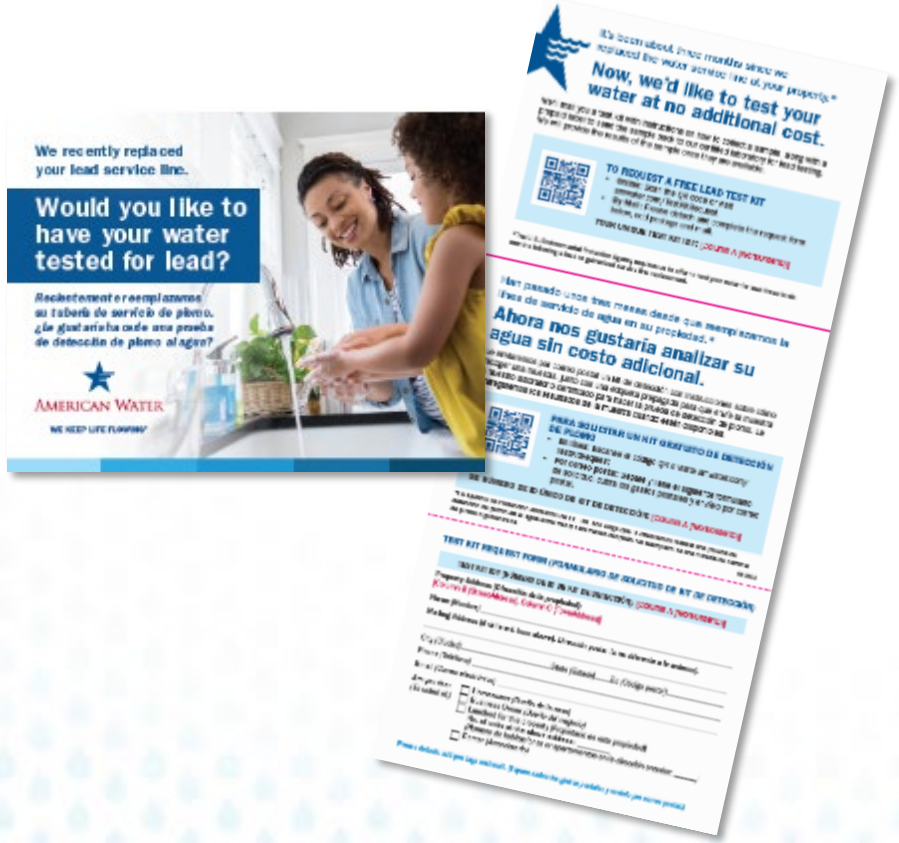
Water Quality Sampling Materials

POST-PROJECT SAMPLING OFFER

3-6 Month Sampling Offer



SAMPLE RESULTS

LSLR Results

Questions?

Thank you!

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