



September 15, 2023

Dear Customer,

I am writing to provide you with details on Aqua Pennsylvania's upcoming construction work that is scheduled in your neighborhood or place of business. The week of October 2, 2023, Aqua Pennsylvania will begin replacement of 1,900 feet of aging 8-inch water main with new 8-inch ductile iron water main on **Shady Grove Way between Robin Drive and Johnnys Way** in Westtown Township.

The \$550,000 project is part of our continuing infrastructure improvement program that replaced more than 12 miles of aging main in Chester County in 2022 to improve service reliability for customers. The new water main will reduce the potential for main breaks, discolored water and improve water flow in the area.

Construction will generally take place weekdays between 9 a.m. and 3 p.m. on Shady Grove Way with a detour. 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 fall of 2023.

We will notify customers ahead of any planned water service interruptions and will provide 24 hours advance notice for any scheduled interruption greater than 30 minutes. Aqua will have an inspector on the job each day to answer your questions.

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 us with any questions regarding the project at 610.430.0747.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Rosser".

Jim Rosser
Construction Superintendent – Great Valley Division