



March 17, 2023

Dear Residents:

Pennsylvania American Water is committed to providing high-quality, reliable water service to our customers. This requires continually investing in our distribution system. One of these distribution system improvements is scheduled to take place in your area.

Beginning April 3, Pennsylvania American Water's contractor, RLE Enterprises, will be installing approximately 2,100 feet of new 6-inch water main along Gracedale Avenue in Fairview Township. The project is expected to be completed by the end of June. Our new water main will run adjacent to your property, and we urge you to consider joining your neighbors by connecting to our water system.

While it is not required, we hope that you decide to join your neighbors in becoming a customer of Pennsylvania American Water. We provide high-quality water at an exceptional value. To provide you with public water service, we will cover the cost of running the service line from our main to your property line. You would be responsible for the costs associated with installing and maintaining a meter pit and the service line that runs from our valve to your home. To help with eligible costs, potential customers can apply for a loan up to \$10,000 through our Customer Connection Loan Program. The program helps pay the cost of customer service line, meter box or vault, plumbing additions/alterations and related facilities needed to enable the homeowner to receive water service from the company. For more information about the Customer Connection Loan Program, visit our website at [www.pennsylvaniaamwater.com](http://www.pennsylvaniaamwater.com), and click on the "Working With Us" tab.

In addition to enhanced water quality, other benefits our customers enjoy include access to Pennsylvania American Water's customer service center and My H2O Online, a self-service tool on our website that allows customers to manage their water service account online. Enclosed is a brochure with additional information about Pennsylvania American Water and the services we provide.

We appreciate your patience and understanding while we work on this important project. Be assured that our crews will work quickly and diligently to complete this distribution system improvement. Please use extra caution and obey all traffic signs while driving through or near the construction zone.

If you have questions about the project or how to obtain water service from Pennsylvania American Water, please contact me at your convenience.

Sincerely,

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Pennsylvania American Water  
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