

IMPORTANT CUSTOMER NOTICE
Clay Street between Park Street and East Railroad Ave
AND
Park Street between Clay Street and in front of 333 Park Street
HACKENSACK NEW JERSEY

Este es un aviso de Veolia. Favor de Comunicarse con nosotros al 800-422-5987 si necesita una copia de esta carta traducida.

At Veolia, our goal is to provide our customers with premier water service. As part of this effort, we will be renewing mains and replacing some service lines in the street. This will improve your service reliability and water quality.

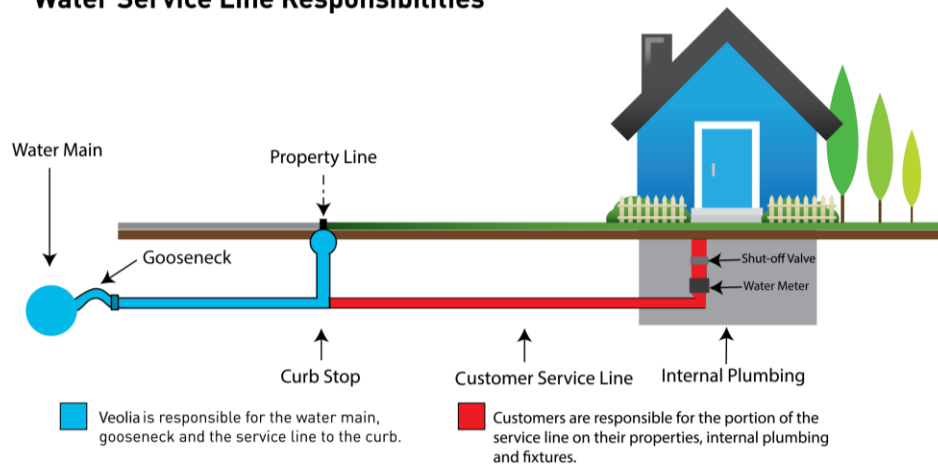
Important facts about this project:

- **Description:** Replace approx. 800 ft of 6" Cast Iron Pipe with 8" Ductile Iron Pipe
- **Location:** Clay Street between Park Street and East Railroad.
Park Street between Clay Street and in front of 333 Park Street.
- **Impact:** Traffic and parking disruptions, possible brief disruptions of water service
- **Start Date:** On or about the week of 07/17/2023
- **Duration:** 6 weeks
- **Work Hours:** Monday – Friday: 7 am to 5 pm (approximately)
Saturdays (if needed): 8 am to 5 pm (approximately)
- **Contractor:** J. Fletcher Creamer
- **Inspector Contact:** Steve Villani
- **Veolia Contact:** Jerry Arguello
- **Veolia Emergency Line:** 201-487-0011
- **Website Info:** mywater.veolia.us
- **Water service and fire protection** will be maintained, but you may experience temporary service interruptions during the project. We will notify you before any interruptions
- **For everyone's safety**, please use caution while walking or driving near the construction zone

NOTICE REGARDING LEAD SERVICE LINES

As part of this project, Veolia will replace the utility-owned portion of the service line (shown on next page in blue) if it contains lead. The service line is the pipe that carries water from the water main in the street to your home or business. The property owner owns the portion of the service line from the curb to the (shown in red).

Water Service Line Responsibilities



If the customer-owned portion contains lead, we will contact you so that **we can replace it at no cost to you.**

OUR PROCESS:

If neither the Veolia-owned portion nor the customer-owned portion of the service line are determined to be lead:

- Veolia will either extend the existing portion it owns to the new main in the street or replace the portion it owns with copper pipe or other approved material
- No further action is required by you.

If only the Veolia-owned portion is determined to be lead:

- Veolia will replace the portion it owns with copper pipe or other approved material
- Veolia will request access to your external faucet to flush the line to your home after the work
- You may experience a temporary increase in lead levels in your drinking water following replacement. You will receive a pitcher with a WQA-certified filter that removes lead to reduce lead in your home's water during this temporary increase
- Veolia will provide you with flushing instructions.

If both the Veolia-owned and customer-owned portions of the service line are determined to be lead OR just the customer-owned portion is lead:

- Veolia will replace the portion it owns with copper pipe or other approved material
- You will be provided notice with information about how you can get the portion you own replaced **at no cost to you. You must consent before Veolia can replace your line**
- Veolia will request access to your external faucet to flush the line to your home after the work
- You may experience a temporary increase in lead levels in your drinking water following replacement. You will receive a pitcher with a WQA-certified filter that removes lead to reduce lead in your home's water during this temporary increase
- Veolia will provide you with flushing instructions.

WHAT CAN I DO TO REDUCE EXPOSURE TO LEAD IN DRINKING WATER?

For a full list of steps visit: <https://www.state.nj.us/dep/watersupply/dwc-lead-consumer.html>

- **Run the cold water to flush out lead.** Let the water run from the tap before using it for drinking or cooking any time the water in the faucet has gone unused for more than six hours. The longer the water resides in plumbing the more lead it may contain. Flushing the tap means running the cold-water faucet. Let the water run from the cold-water tap based on the length of the lead service line and the plumbing configuration in your home. In other words, the larger the home or building and the greater the distance to the water main (in the street), the more water it will take to flush properly. Although toilet flushing or showering flushes water through a portion of the plumbing system, you still need to flush the water in each faucet before using it for drinking or cooking. Flushing tap water is a simple and inexpensive measure you can take to protect your health. It usually uses less than one gallon of water.
- **Use cold, flushed water for cooking and preparing baby formula.** Because lead from lead-containing plumbing materials and pipes can dissolve into hot water more easily than cold water, never drink, cook, or prepare beverages including baby formula using hot water from the tap. If you have not had your water sampled or if you know your water has lead, it is recommended that bottled or filtered water be used for drinking and preparing baby formula. If you need hot water, draw water from the cold tap and then heat it.
- **Do not boil water to remove lead.** Boiling water will not reduce lead; however, it is still safe to wash dishes and do laundry. Lead will not soak into dishware or most clothes.
- **Look for alternative sources or treatment of water.** You may want to consider purchasing bottled water or a water filter. Read the package to be sure the filter is approved to reduce lead or contact NSF International at 800-NSF-8010 or www.nsf.org for information on performance standards for water filters.
- **Determine if you have interior lead plumbing or solder.** If your home/building was constructed prior to 1987, it is important to determine if interior lead solder or lead pipes are present. You can check yourself, hire a licensed plumber, or check with your landlord.
- **Replace plumbing fixtures and service lines containing lead.** Replace brass faucets, fittings, and valves that do not meet the current definition of “lead free” from 2014 (as explained above). Visit the NSF website at www.nsf.org to learn more about lead-containing plumbing fixtures.
- **Periodically clean your aerators.** Over time, particles and sediment can collect in the aerator screen. Regularly remove and clean aerators screens located at the tip of faucets and remove any particles.
- **Test your water for lead.** Contact an independent lab to have the drinking water tested for lead. The NJDEP maintains a list of certified labs. To access the list please visit <https://www13.state.nj.us/DataMiner>, click **Search by Category** then **Certified Laboratories** from the Report Category drop down box. Then click the Submit button and under Certified Laboratories choose Drinking Water Certified Lead Labs.
- **Get your child tested.** Contact your local health department or healthcare provider to find out how you can get tested for lead if you are concerned about lead exposure. You can find out more about how to get your child tested and how to pay for it at <https://www.state.nj.us/health/childhoodlead/testing.shtml>. New Jersey law requires that children be tested for lead in their blood at both 1 and 2 years of age and before they are 6 years old if they have never been tested before or if they have been exposed to a known source of lead.
- **Have an electrician check your wiring.** If grounding wires from the electrical system are attached to your pipes, corrosion may be greater. Check with a licensed electrician or your local electrical code to determine if your wiring can be grounded elsewhere. DO NOT attempt to change the wiring yourself because improper grounding can cause electrical shock and fire hazards.
- **Water softeners and reverse osmosis units** will remove lead from water but can also make the water more corrosive to lead solder and plumbing by removing certain minerals; therefore, the installation of these treatment units at the point of entry into homes with lead plumbing should only be done under supervision of a qualified water treatment professional.

Thank you for your patience as we complete this important work. If you have any questions or concerns, please contact our Customer Service Center call us at 800- 422-5987.