

We're replacing lead and certain galvanized water service lines in your area.

SCHEDULE YOUR LEAD

SERVICE LINE INSPECTION TODAY



PENNSYLVANIA
AMERICAN WATER

LEAD SERVICE LINE
REPLACEMENT PROGRAM

You're receiving this postcard because your service line material is still unknown to us. You can help by self-identifying and reporting the material online. Best of all, if it's lead¹, we'd like to replace it at no direct cost to you.

NEXT STEPS

1 Schedule an appointment.

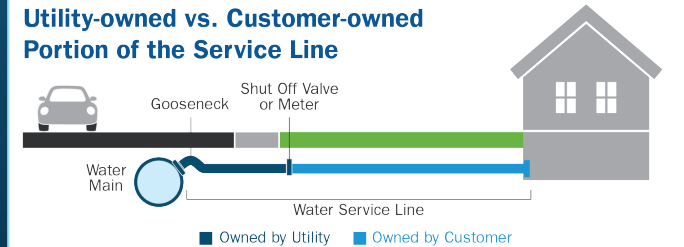
If you don't know the material of your water service line, visit calendly.com/leadfreePA or call CDM Smith at **717-581-8599** to book your inspection.

2 Self-identify your water service line material.

If you know or can identify the material of your service line, you can report it online at pennsylvaniaamwater.com/leadfacts.

The service line is the pipe that connects your home to the water main in the street. A portion of the line is owned by Pennsylvania American Water, while the rest is **owned by the homeowner**.

Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.

ABOUT OUR

LEAD SERVICE LINE

REPLACEMENT PROGRAM



Pennsylvania American Water is committed to providing safe, reliable water service. As part of this commitment, we're replacing lead and certain galvanized service lines over the course of the next several years. To do this, we need your help identifying the material of your customer-side service line.

In the coming weeks, CDM Smith canvassers will be going door-to-door in your neighborhood to inspect and identify lead or galvanized steel service lines.

If it's determined that your service line is made of lead or galvanized steel requiring replacement, a CDM Smith representative will provide you information on the next steps to have it replaced at no direct cost to you.

CDM Smith canvassers will be wearing high-visibility safety vests and will have contractor ID badges.

Keep an eye out for them in your area!



LEARN MORE



leadfreePA@amwater.com or
717-581-8599 for more information.



Don't wait—schedule your appointment today at calendly.com/leadfreePA



with
support
from



AVISO IMPORTANTE: Este es un mensaje importante sobre su servicio de agua. Por favor, hágalo traducir para asegurarse de entender los pasos que debe seguir.



Help Us Help You.

Scan the QR code to book your appointment.



852 Wesley Drive
Mechanicsburg, PA 17053

We'd like to identify your water service line material

You're receiving this postcard because your service line material is still unknown to us.

Our partner CDM Smith will be reaching out to inspect your service line material. Help us by answering a few questions when they come to your door. You can also schedule an inspection with CDM Smith at a time that works best for you (see reverse).

CDM Smith canvassers will be wearing high-visibility safety vests and will have contractor ID badges.

Keep an eye out for them in your area!



HELP US GET THE LEAD OUT

If it's discovered that the portion of service line you own is made of lead, our team would like to work with you to replace it during a future project.

Esta postal contiene importante información sobre una campaña que estamos realizando en su área para identificar el material de su línea de servicio del agua. Comuníquese al 717-581-8599 y programe una cita.



with
support
from



Schedule your service line material inspection today

We'll perform this work at no additional cost to you.

There are two ways to contact CDM Smith:

- **Schedule Online**

Visit www.calendly.com/leadfreePA and select your town.

- **Call 717-581-8599**

Hours: M-F, 9 a.m. to 4 p.m.

Please leave a message if calling after hours.



PREFER TO SELF REPORT?

You can self-identify your service line material by scanning this QR code. If you are unable to identify the material, CDM Smith can help.

For more information about our lead service line replacement program, visit: pennsylvaniaamwater.com/leadfacts.

06-2025



852 Wesley Drive
Mechanicsburg, PA 17053

We've tried to reach you several times about your water service line.

LAST CHANCE to schedule an appointment to identify your service line material.



PENNSYLVANIA
AMERICAN WATER



with support from

**CDM
Smith**



Schedule your service line material inspection today

If we find that your service line is made of lead or galvanized steel, we'll replace it at no additional cost.

There are two ways to contact CDM Smith:

- **Schedule Online**

Visit www.calendly.com/leadfreePA and select your town.

- **Call 717-581-8599**

Hours: M-F, 9 a.m. to 4 p.m.

Please leave a message if calling after hours.



PREFER TO SELF REPORT?

You can self-identify your service line material by scanning this QR code. If you are unable to identify the material, CDM Smith can help.

For more information about our lead service line replacement program, visit: pennsylvaniaamwater.com/leadfacts.

05-2025

Esta postal contiene información sobre su agua potable. Pídale a alguien que se lo traduzca o hable con alguien que lo entienda.



852 Wesley Drive
Mechanicsburg, PA 17053

Sorry we missed you!

Date ____ / ____ / ____ Time ____ : ____ a.m./p.m.

We've been trying to reach you about your water service line.

Help us locate and identify your water service line material by contacting our qualified contractor, CDM Smith, to schedule a visual inspection or by submitting an online survey. **If it's discovered that the portion of service line you own is made of lead, we'd like to work with you to replace it at no direct cost to you over the course of the next several years.**

There are two ways to help us identify your water service line material:

1 To schedule an appointment for a FREE inspection:

Schedule Online: Visit www.calendly.com/leadfreePA and select your town

Call 717-581-8599

Hours: M-F, 9 a.m. to 4 p.m.

Please leave a message if calling after hours.

2 Self identify and report your service line material online:

1. SCAN THE QR CODE OR VISIT pennsylvaniaamwater.com/leadfacts



Click on the map. Search for your address. If the customer-owned service line material is labeled unknown or if it's identified incorrectly, help us to identify the material.

2. **FOLLOW** the instructions, answer a few questions and upload a photo of your service line material.
3. **CLICK "SUBMIT!"**



WE KEEP LIFE FLOWING®

with support from



05-2025

Learn more at pennsylvaniaamwater.com/leadfacts

¡Lamentamos su ausencia!

Fecha/Hora: Consulte el dorso.

Hemos estado intentando comunicarnos con usted acerca de su tubería de servicio de agua.

Ayúdenos a localizar e identificar el material de su tubería de servicio de agua comunicándose con nuestro contratista calificado, CDM Smith, para programar una inspección visual, o enviando una encuesta en línea. **Si se descubre que la parte de la tubería de servicio que es de su propiedad es de plomo, nos gustaría trabajar con usted para reemplazarla sin que le suponga ningún costo directo para usted en el transcurso de los próximos años.**

Hay dos maneras de ayudarnos a identificar el material de su tubería de servicio de agua:

1 Si desea programar una cita para una inspección GRATUITA:

Programar en línea: visite www.calendly.com/leadfreePA y seleccione su ciudad

Llame al 717-581-8599

Hours: M-F, 9 a.m. to 4 p.m.

Horarios: de lunes a viernes, de 9 a. m. a 4 p. m.

Si llama fuera de este horario, deje un mensaje.

2 Identifique e informe sobre el material de su tubería de servicio en línea:

1. ESCANEE EL CÓDIGO QR O VISITE pennsylvaniaamwater.com/leadfacts

Haga clic en el mapa. Busque su dirección. Si el material de la tubería de servicio propiedad del cliente está etiquetado como desconocido o si está identificado de forma incorrecta, ayúdenos a identificar el material.

2. **SIGA** las instrucciones, responda algunas preguntas y suba una foto del material de su tubería de servicio.

3. **HAGA CLIC EN “SUBMIT!” (¡ENVIAR!).**



con el
apoyo
de



Obtenga más información en
pennsylvaniaamwater.com/leadfacts

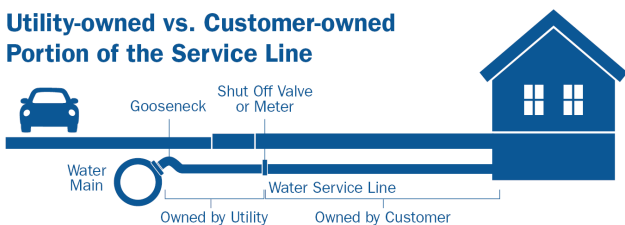
Service Line Assessment Results

LEAD FOUND

Today, we assessed the water service line and found that portions of the following appear to **be made of lead**¹:

- Utility-owned portion of the service line.** We will replace this during our normal course of work. We will notify you when the work is scheduled.
- Customer-owned portion of the service line.** We would like to talk to you about replacing this section during our course of work. Please **CONTACT US** about replacement.

Utility-owned vs. Customer-owned Portion of the Service Line



Please note: This diagram is a generic representation. Variations may apply.

- FLUSH YOUR TAPS BEFORE USING WATER FOR DRINKING OR COOKING.** There is no need to boil your water, but you should flush your household plumbing to remove any sediment or debris like pipe scale that may have come loose in the process of checking your service line. To flush your line, please remove the aerator on the faucet(s) used for drinking or cooking, and run the water for 5 minutes before use. Then, clean and replace the aerators on the faucet(s). In addition, lead may be present in your home if your home has:
 - Lead solder in household plumbing installed before state adoption of the EPA lead ban in January 1991
 - Some faucets manufactured prior to 2014
- SIGN THE AGREEMENT TO ALLOW US TO REPLACE YOUR LEAD SERVICE LINE.**

If we had to excavate the road, yard, sidewalk or driveway: We will provide a temporary surface restoration and, weather permitting, complete the permanent restoration work in approximately 90 days to allow time for the soil to settle. **Note:** Permanent restoration work may be delayed during winter months (from mid-October through early April) depending on regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring.

¹ Galvanized lines that follow lead piping are also eligible for the replacement program.

QUESTIONS?

Email: LeadFreePA@amwater.com

Phone: 717-581-8599

Visit: pennsylvaniaamwater.com/leadfacts

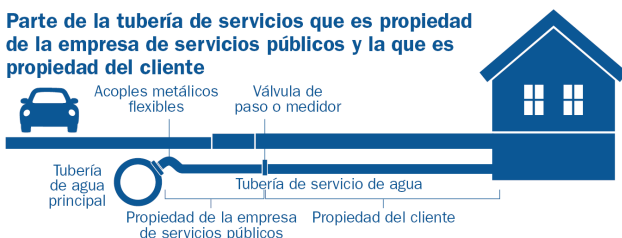


Resultados de la evaluación de la tubería de servicio

EN CASO DE ENCONTRAR PLOMO

En el día de hoy revisamos la tubería de servicio y detectamos que algunas de las siguientes porciones aparentan ser de plomo¹:

- Porción de la tubería del servicio de agua que es propiedad de los servicios públicos.** La reemplazaremos durante el curso normal de este proyecto. Le notificaremos cuando se programe el trabajo.
- Porción de la tubería de servicio que es propiedad del cliente.** Nos gustaría hablar con usted acerca del reemplazo de esta sección durante el curso de este proyecto. Por favor **comuníquese con nosotros** para obtener información acerca de repuestos.



Tenga en cuenta lo siguiente: este diagrama es una representación genérica. Pueden existir variantes.

- PURGUE LAS TUBERÍAS ANTES DE USAR AGUA PARA BEBER O COCINAR.** No es necesario que hierva el agua, pero deberá purgar las tuberías de su hogar para eliminar cualquier sedimento o escombros que pudiera haberse desprendido mientras se revisaba la tubería de servicio. Para purgar la tubería, retire el aireador del (de los) grifo(s) usado(s) para beber o cocinar y deje correr el agua durante 5 minutos antes de usar. Luego, limpie y vuelva a colocar los aireadores del (de los) grifo(s). Además, podría haber presencia de plomo en su hogar si este tiene:

- Tuberías domésticas con soldadura de plomo instaladas antes de la adopción por el estado de la prohibición del plomo por parte de la EPA en enero de 1991;
- Algunos grifos fabricados antes del 2014.

- FIRME EL ACUERDO QUE NOS AUTORIZA A REEMPLAZAR SU TUBERÍA DE SERVICIO DE PLOMO.**

Si fuera necesario excavar la calle, el jardín, la acera, o la entrada para automóviles: haremos una restauración temporal de la superficie y, si las condiciones climáticas lo permiten, completaremos el trabajo de restauración permanente en aproximadamente 90 días, a fin de permitir que el suelo se asiente. Nota: la obra de restauración permanente podría retrasarse durante los meses de invierno (desde mediados de octubre hasta principios de abril), dependiendo de las regulaciones relacionadas con la pavimentación. Si esto ocurre, completaremos el trabajo de restauración lo antes posible durante la primavera.

¹ Las tuberías galvanizadas que llevan a tuberías hechas de plomo también son elegibles para el programa de reemplazo.

SERVICE LINE ASSESSMENT RESULTS

Thank you for allowing us to take a closer look at your service line. We care about our customers and believe this is an important step in assessing your household's potential exposure to lead.

HERE'S WHAT WE FOUND:

✓ **YOUR SERVICE LINE DOES NOT APPEAR TO BE MADE OF LEAD¹.**

✓ **FLUSH BEFORE USING WATER FOR DRINKING OR COOKING.** You should flush your household plumbing to remove any sediment or debris like pipe scale that may have come loose in the process of checking your service line. To flush your line, please remove the aerator on the faucet(s) used for drinking or cooking, and run the water for 5 minutes before use. Then, clean and replace the aerators on the faucet(s).

While your service line does not appear to be made of lead, lead may still be present in your home if your home has:

- Lead solder in household plumbing installed before state adoption of the EPA lead ban in January 1991
- Some faucets manufactured prior to 2014

Visit us online for tips to reduce your potential exposure to lead.

If we had to excavate the road, yard, sidewalk or driveway:

We will provide a temporary surface restoration and, weather permitting, complete the permanent restoration work in approximately 90 days to allow time for the soil to settle. Note: Permanent restoration work may be delayed during winter months (from mid-October through early April) depending on regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring.

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QUESTIONS?

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Phone: 717-581-8599

Visit: pennsylvaniaamwater.com/leadfacts



RESULTADOS DE LA EVALUACIÓN DE LA TUBERÍA DE SERVICIO

Gracias por permitirnos revisar más detenidamente su tubería de servicio. Nuestros clientes son valiosos para nosotros y creemos que este es un paso importante para evaluar la posibilidad de que su hogar esté expuesto al plomo.

ENCONTRAMOS LO SIGUIENTE:



SU TUBERÍA DE SERVICIO NO PARECE SER UNA TUBERÍA DE PLOMO¹.



PURGUE LAS TUBERÍAS ANTES DE USAR AGUA PARA BEBER O COCINAR. Será necesario que purgue las tuberías de su hogar para eliminar cualquier sedimento o escombros que pudiera haberse desprendido mientras se revisaba la tubería de servicio. Para purgar la tubería, retire el aireador del (de los) grifo(s) usado(s) para beber o cocinar y deje correr el agua durante 5 minutos antes de usar. Luego, limpie y vuelva a colocar los aireadores del (de los) grifo(s).

Aunque su tubería de servicio no parece ser una tubería de plomo, podría haber presencia de plomo en su hogar si este tiene:

- Tuberías domésticas con soldadura de plomo instaladas antes de la adopción por el estado de la prohibición del plomo por parte de la EPA en enero de 1991;
- Algunos grifos fabricados antes del 2014.

Visite nuestra página web para reducir la exposición potencial al plomo.

Si fuera necesario excavar la calle, el jardín, la acera, o la entrada para automóviles: haremos una restauración temporal de la superficie y, si las condiciones climáticas lo permiten, completaremos el trabajo de restauración permanente en aproximadamente 90 días, a fin de permitir que el suelo se asiente. Nota: la obra de restauración permanente podría retrasarse durante los meses de invierno (desde mediados de octubre hasta principios de abril), dependiendo de las regulaciones relacionadas con la pavimentación. Si esto ocurre, completaremos el trabajo de restauración lo antes posible durante la primavera.

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