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File #: 207303

August 18, 2025

VIA ELECTRONIC FILING

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Petition of Aqua Pennsylvania, Inc., as the Receiver for Venango Water Company
For Approval of the Lead Service Line Replacement Program for Venango Water
Company
Docket No. P-2024-3050248**

Dear Secretary Homsher:

Enclosed, on behalf of Aqua Pennsylvania, Inc., as Receiver for Venango Water Company, is information being supplied to the Pennsylvania Public Utility Commission's ("Commission") Bureau of Technical Utility Services ("TUS") in response to TUS Set I Data Requests in the above referenced proceeding. Copies are being provided as indicated in the Certificate of Service.

Respectfully submitted,



Megan E. Rulli

MER/sa
Attachment

cc: Honorable Mark A. Hoyer (*via email; w/attachment*)
Matthew Lamb (*via email; w/attachment*)
Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

VIA E-MAIL

Melanie Al Etiah, Esquire
Harrison W. Breitman, Esquire
Office of Consumer Advocate
555 Walnut Street
Forum Place, 5th Floor
Harrisburg, PA 17101-1923
melatieh@paoca.org
hbreitman@paoca.org

Rebecca Lyttle, Esquire
Office of Small Business Advocate
555 Walnut Street,
Forum Place, 1st Floor
Harrisburg, PA 17101
relyttle@pa.gov

Date: August 18, 2025



Megan E. Rulli

**PETITION OF AQUA PENNSYLVANIA, INC. AS RECEIVER FOR
VENANGO WATER COMPANY**

DOCKET NO. P-2024-3050248

BUREAU OF TECHNICAL UTILITY SERVICES

SET I DATA REQUESTS

- P-1** Exhibit A of Venango’s Petition for a Lead Service Line Replacement Program (LSLR Program) included a copy of its Lead Service Line Replacement Plan (LSLR Plan). On Page 5 of the LSLR Plan, Aqua indicated that the Venango service line inventory (Service Line Inventory) with location identifiers is being developed and will be incorporated into and available on Aqua’s website as further described in the LSLR Plan Section II.C.2. Please provide a revised LSLR Plan clarifying the following:
- a. Pursuant to 52 Pa. Code § 65.56(a)(1), submit a current copy of the Service Line Inventory in a live electronic spreadsheet format;
 - b. Quantify the projected annual expenditure to complete the Service Line Inventory;
 - c. Clarify that until the Service Line Inventory is complete, Aqua shall provide updates to the inventory as part of its annual Venango LSLR program report; and
 - d. Clarify that after the Service Line Inventory is complete, it will be incorporated into Aqua’s next Venango LSLR plan update.

RESPONSE

- a. Please see P-1 Attachment 1 for an updated Service Line Inventory (“SLI”)¹ for all the Rhodes Water Utilities.²

¹ On July 30, 2025, Aqua, serving as the Receiver for the Rhodes Water Utilities, the Office of Consumer Advocate, and the Office of Small Business Advocate filed a Joint Petition for Settlement (“Settlement Petition”) of all issues in this proceeding, which remains pending at Docket No. P-2024-3050248. The updated LSLR Plan materials attached to these responses, including the SLI, tariff supplements, and LSLR Plan and attachments, were also included with the Settlement Petition.

² During the Section 529 Proceeding for VWC, Aqua was also established as Receiver of the five additional water utilities owned and operated by the owner of VWC, i.e., the Blaine Edwin Rhodes Estate. The Rhodes Water Utilities include Cooperstown Water Company (“CWC”), Fryburg Water Company (“FWC”), Plumer Water Company

- b. The Company estimates that it would cost approximately \$1,354,370 to complete the inventory of unknown service line (utility and customer) materials for all the Rhodes Water Utilities.
- c. Aqua will provide updates on the development of the inventory as part of its annual LSLR program report for the Rhodes Water Utilities for the period that Aqua is Receiver of Rhodes Water Utilities
- d. After the Service Line Inventory is complete, it will be incorporated into the next LSLR plan update for the Rhodes Water Utilities as long as Aqua is still acting as Receiver of the Rhodes Water Utilities.

(“PWC”), Sugarcreek Water Company (“SWC”), Venango Water Company (“VWC”), and West Hickory Water Company (“WHWC”). The Commission’s October 30, 2024 Opinion and Order at Docket No. M-2023-3042180, I-2023-3042312, and P-2024-3045205, which adopted Deputy Chief Administrative Law Judge Mark A. Hoyer’s October 17, 2024 Order Granting Petition for Issuance of an Interim Emergency Order on an Expedited Basis and Certifying Material Question to the Commission, stated “[t]hat the Lead Service Line Replacement (LSLR) Plan filed by Aqua Pennsylvania, Inc., as Receiver for the Venango Water Company currently pending at Docket No. P-2024-3050248, shall apply to Sugarcreek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, and Cooperstown Water Company and the requirements of 52 Pa. Code § 65.55(a) shall be waived so that Aqua Pennsylvania, Inc. shall not be separately required to file LSLR Plans for Sugarcreek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, and Cooperstown Water Company.” Ordering Paragraph 18.

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SET I DATA REQUESTS

- P-2** In the LSLR Plan Section II.A.2, Table 1, indicated that the Service Line Inventory includes approximately 403 service lines classified as lead status unknown. Please provide responses to the following:
- a. Provide an estimate of the number of company-owned and customer-owned service lines that Venango plans to have inventoried on annual basis to determine the material type of the unknown material service lines along with a target date for completion;
 - b. Quantify the projected annual expenditure to complete the Inventory; and
 - c. Provide a revised LSLR Plan that includes an updated Service Line Inventory Section.

RESPONSE

- a. The Company will be including the Rhodes Water Utilities in its effort to complete service line inventories of all of Aqua's Greater Pennsylvania ("GPA") systems. Since Aqua's GPA systems are spread across several counties that includes Northeast, Central and Western Pennsylvania, and are mostly stand-alone systems, this effort will include the Company going system by system to complete the inventory. Aqua expects that it will have all of the service lines inventoried for the Rhodes Water Utilities by the end of 2028.
- b. Please see the response to P-1, part b.
- c. Please see P-2 Attachment 1 for a newly added Attachment 1 to the Rhodes Water Utilities LSLR Plan, which incorporates the information in response to P-1, part a.

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SET I DATA REQUESTS

P-3

In the LSLR Plan Section II.B.4., Aqua indicated that when it uncovers a company-owned LSL while completing emergency repairs to the Venango system, Aqua will replace the Venango service line up to the curb stop, which will reveal the customer-side material. The LSLR Plan indicated that if the customer-owned portion of the service line is lead, then Aqua will contact the customer/owner and provide them with information and materials. This provision appears to allow for partial LSLRs depending on the success of contacting the customer and obtaining permission to concurrently replace the customer-owned LSL. Additionally, pursuant to 52 Pa. Code § 65.62, the Commission notes that any repair of a known or discovered LSL would be considered a partial LSLR and is strictly prohibited. Correspondingly, the Commission also notes that a water main replacement or repair, regardless of whether the main replacement activities were planned or an emergency, that reveals a LSL would require a complete LSLR prior to the service line being placed back into service as the reconnection of a LSL to a new main segment or a new company-owned service line would be considered a partial LSLR. Please provide responses to the following:

- a. Clarify whether Aqua will maintain the proper equipment and tools necessary for its staff, or if it intends to maintain third party contracts, to complete emergency LSLRs; and
- b. Submit a revised LSLR Plan that includes Aqua's processes and procedures to address emergency repairs or replacements which reveal LSLs that eliminates any partial LSLRs and that fully describes Aqua's procedures to fulfill its duty to communicate to customers and/or property owners that failure to allow Aqua to complete the LSLR or to replace the customer-owned LSL concurrent with Aqua replacing the main or company-owned service line will lead to termination of water service.

RESPONSE

- a. Aqua will maintain proper staff necessary to coordinate with the third party vendors Aqua uses to complete emergency LSLRs.

- b. Please see P-2 Attachment 1 for updated Section II.B.4 of the Rhodes Water Utilities LSLR Plan.

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SET I DATA REQUESTS

P-4 In the LSLR Plan Section II.B.5., and Section 4.C. of the *pro forma* Tariff Supplement, provided separately as Supplement No. 25 To Water - Pa. P.U.C. No. 3, Aqua indicated that it is proposing to use “Step In Rights” if it has not received acceptance after multiple efforts to contact the property owner and obtain a replacement agreement. Please explain the legal standard under which Aqua would be permitted to complete a LSLR under the undefined “Step In Rights”.

RESPONSE

To the extent that this question asks the Company to provide a legal conclusion, or its legal research or legal theories, Aqua objects to the same. Notwithstanding this objection, and without waiver of the same, Aqua provides the following answer.

The term “Step In Rights” in the context of replacement of customer-owned LSL was established by the Commission in two orders. In *Implementation of Chapter 32 of the Public Utility Code Regarding Pittsburgh Water and Sewer Authority Stage 1*, Docket Nos. M-2018-2640802, et. al., Order entered February 4, 2021, the Commission directed as follows:

[I]f a landlord declines to permit the PWSA to replace the private-side LSL, it will likely create a condition of the customer service line such that there is a risk to the public health or safety of the tenants becoming subject to service termination for reasons not within their control. As such, we request the Authority to develop and submit appropriate Tariff language that would provide the PWSA with **step-in rights** to make the necessary replacement of the private LSL where a landlord is nonresponsive to the pre-termination notice procedures. Such **step-in rights** would be intended to avoid service termination to the PWSA’s tenant-customers due to circumstances beyond the tenants’ control – that

is, due to the landlord standing in the way of the tenants receiving safe service. Because the exercise of such **step-in rights** may result in the landlord filing a complaint against the PWSA, the Tariff should be clear on the PWSA's limitation of liability with respect to property restorations when performing a private-side LSL.

Order at pp. 31-32 (Emphasis supplied).

Subsequently, in its Final Rulemaking Order in the *Rulemaking to Implement Act 120 of 2018 at 52. Pa. Code Chapters 65 and 66*, Order entered March 14, 2022, the Commission again addressed the issue of replacements of customer-owned LSLs in the situation where the property owner is not the customer and is not responsive to a utility's offer to replace the LSL. In its Final Rulemaking Order, the Commission stated:

We recognize that entities may wish to proceed with replacements necessary to avoid a partial LSLR resulting in termination in situations where the property owner is not the customer and is nonresponsive to the entity's offer to replace a customer-owned LSL. Thus, we will revise Section 65.58(c) by adding a provision regarding an entity's process to address such situations. This provision will allow an entity to propose in its tariff language specifying the entity's process to address replacement of a customer-owned LSL to avoid termination of service when a property owner who is not the customer is nonresponsive to the entity's offer to replace the LSL. For instance, an entity should specify whether it will exercise **step-in rights** to make necessary replacements of a customer-owned LSL to avoid termination of service when a property owner who is not the customer is nonresponsive to an entity's offer to replace a customer-owned LSL. This provision will be Section 65.58(c)(3) and the proposed Section 65.58(c)(3) will be Section 65.58(c)(4).

Final Rulemaking Order at 52-53 (Emphasis supplied).

Finally, the Commission approved language in Aqua's Settlement of its LSLR Plan at Docket No. P-2023-3044459 (Order Entered April 10, 2025, adopting the Recommended Decision issued March 13, 2025) which is identical to the Step In Rights language proposed in the Joint Settlement Agreement of TLU's LSLR Plan filed April 30, 2025 in the instant docket ("Joint Settlement").

Step-In Rights would be used in the limited scenarios as set forth in the updated Tariff Supplement included with P-2 Attachment 1.

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SET I DATA REQUESTS

P-5 In the LSLR Plan Section II.B.10., Aqua indicated that during a LSLR project, if the resident/property owner refuses to replace a LSL, and Aqua has either made contact with the resident/property owner and they refuse, or where the resident/property owner is non-responsive to the Company's requests as described in Section II.B.5 to replace the customer LSL, Aqua will initiate termination procedures. This proposed procedure does not appear to include the requirements of Section 65.56(b)(10)(ii) of the Public Utility Code, 52 Pa. Code § 65.56(b)(10)(ii), which requires the entity to inform the customer or property owner, if the customer is not the property owner, that refusal or failure to accept will require replacement of the customer-owned LSL, at the customer or property owner's expense, within 1 year from LSLR project commencement for the customer or property owner, if the customer is not the property owner, to be eligible for reimbursement. Please provide a revised LSLR Plan that complies with Section 65.56(b)(10)(ii).

RESPONSE

Please see P-2 Attachment 1 for updated Section II.B.10 and Exhibit I – Lead Service Line Program Information Sheet of the Rhodes Water Utilities LSLR Plan.

Respondent: Michael Fili
Date: 08/18/2025

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P-6 In the LSLR Plan's Exhibit I, Lead Service Line Replacement Information Sheet, Aqua indicated it is permitted to perform up to 1,500 customer-owned LSLRs per year. However, the LSLR Plan indicated that Aqua will cap the number of LSLRs completed in the Venango water distribution system at 10. Please provide a revised Exhibit I that clarifies Aqua's proposed cap on replacements per year either specifically for Venango's system or specified separately for Aqua and receiver systems (i.e., Venango and Twin Lakes).

RESPONSE

Please see P-2 Attachment 1 for updates to Exhibit I of the Rhodes Water Utilities LSLR Plan.

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P-7

The LSLR Plan does not appear to clarify that Aqua shall make reasonable best efforts to assist a customer/owner, through the reimbursement process and, to the extent possible, make determinations in favor of the customer/owner where the customer or property owner has provided reasonable evidence of a LSLR to the entity. Pursuant to 52 Pa. Code § 65.58(d)(3), an entity shall make reasonable best efforts to assist a customer or property owner, if the customer is not the property owner, through the reimbursement process and, to the extent possible, make determinations in favor of the customer or property owner where the customer or property owner has provided reasonable evidence of a LSLR to the entity. Please provide a revised LSLR Plan that clarifies that Aqua will assist Venango customers through the reimbursement process.

RESPONSE

Please see P-2 Attachment 1 for updated Section II.B.10 and Exhibit I – Lead Service Line Program Information Sheet of the Rhodes Water Utilities LSLR Plan.

P-1 Attachment 1

Summary Table

Row Labels	Count of Aqua Classification
Cooperstown (6610017)	133
Non Lead	11
Unknown	122
Fryburg (6160030)	212
Non Lead	16
Unknown	196
Plumer (6610011)	69
Non Lead	7
Unknown	62
Sugarcreek (6610029)	82
Non Lead	7
Unknown	75
West Hickory (6270002)	227
Non Lead	5
Unknown	222
Venango (6610014)	247
Galvanized Requiring Replaceme	1
Non Lead	65
Unknown	181
Grand Total	970

Row Labels	Count of Customer Classificatio
Cooperstown (6610017)	133
Non Lead	18
Unknown	115
Fryburg (6160030)	212
Galvanized Requiring Replaceme	1
Non Lead	31
Unknown	180
Plumer (6610011)	69
Galvanized Requiring Replaceme	1
Non Lead	9
Unknown	59
Sugarcreek (6610029)	82
Non Lead	13
Unknown	69
West Hickory (6270002)	227
Non Lead	10
Unknown	217
Venango (6610014)	247
Galvanized Requiring Replaceme	7
Non Lead	86
Unknown	154
Grand Total	970

No.	System	Municipality	Address	Street	City	Zip Code	County	Premise Type	Meter Size	Aqua Material	Aqua Classification	Customer Material	Customer Classification	Overall Service Classification
512	Venango (6610014)	Sugarcreek Boro.	1999 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
513	Venango (6610014)	Sugarcreek Boro.	2 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Copper	Non Lead	Copper	Non Lead	Non Lead
514	Venango (6610014)	Sugarcreek Boro.	2 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
515	Venango (6610014)	Sugarcreek Boro.	2 SHAFFER RUN RD	SHAFFER RUN RD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
516	Venango (6610014)	Sugarcreek Boro.	2 SIXTH ST APT 1	SIXTH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
517	Venango (6610014)	Sugarcreek Boro.	2 SIXTH ST APT 2	SIXTH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
518	Venango (6610014)	Sugarcreek Boro.	202 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
519	Venango (6610014)	Sugarcreek Boro.	203 4TH ST	4TH ST	RENO	16343	Venango	Residential	5/8	Polyethylene (HDPE)	Non Lead	Unknown	Unknown	Unknown
520	Venango (6610014)	Sugarcreek Boro.	203 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
521	Venango (6610014)	Sugarcreek Boro.	204 8TH ST	8TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
522	Venango (6610014)	Sugarcreek Boro.	205 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
523	Venango (6610014)	Sugarcreek Boro.	205 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
524	Venango (6610014)	Sugarcreek Boro.	207 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
525	Venango (6610014)	Sugarcreek Boro.	209 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Copper	Non Lead	Copper	Non Lead	Non Lead
526	Venango (6610014)	Sugarcreek Boro.	2097 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Copper	Non Lead	Non Lead
527	Venango (6610014)	Sugarcreek Boro.	210 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
528	Venango (6610014)	Sugarcreek Boro.	211 WALNUT ST	WALNUT ST	RENO	16343	Venango	Other	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
529	Venango (6610014)	Sugarcreek Boro.	2119 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
530	Venango (6610014)	Sugarcreek Boro.	214 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
531	Venango (6610014)	Sugarcreek Boro.	2141 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Commercial	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
532	Venango (6610014)	Sugarcreek Boro.	2149 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
533	Venango (6610014)	Sugarcreek Boro.	2159 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
534	Venango (6610014)	Sugarcreek Boro.	2169 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
535	Venango (6610014)	Sugarcreek Boro.	2179 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
536	Venango (6610014)	Sugarcreek Boro.	23 WOLBERT ALY	WOLBERT ALY	RENO	16343	Venango	Residential	5/8	Not Lead	Non Lead	Not Lead	Non Lead	Non Lead
537	Venango (6610014)	Sugarcreek Boro.	28 BROOK ST	BROOK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
538	Venango (6610014)	Sugarcreek Boro.	3 1/2 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
539	Venango (6610014)	Sugarcreek Boro.	3 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Galvanized	Galvanized Requiring Replacement	Galvanized Requiring Replacement
540	Venango (6610014)	Sugarcreek Boro.	3 THIRD ST	THIRD ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Unknown	Unknown	Unknown
541	Venango (6610014)	Sugarcreek Boro.	3 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
542	Venango (6610014)	Sugarcreek Boro.	301 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
543	Venango (6610014)	Sugarcreek Boro.	301 THIRD ST	THIRD ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
544	Venango (6610014)	Sugarcreek Boro.	302 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
545	Venango (6610014)	Sugarcreek Boro.	303 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	-	Copper	Non Lead	Copper	Non Lead	Non Lead
546	Venango (6610014)	Sugarcreek Boro.	305 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
547	Venango (6610014)	Sugarcreek Boro.	307 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
548	Venango (6610014)	Sugarcreek Boro.	308 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
549	Venango (6610014)	Sugarcreek Boro.	316 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
550	Venango (6610014)	Sugarcreek Boro.	32 PROGRESS DR	PROGRESS DR	RENO	16343	Venango	Commercial	2	Unknown	Unknown	Unknown	Unknown	Unknown
551	Venango (6610014)	Sugarcreek Boro.	38 SHAFFER RUN RD	SHAFFER RUN RD	RENO	16343	Venango	Residential	5/8	Not Lead	Non Lead	Not Lead	Non Lead	Non Lead
552	Venango (6610014)	Sugarcreek Boro.	4 6TH ST	6TH ST	RENO	16343	Venango	Residential	-	Unknown	Unknown	PVC	Non Lead	Unknown
553	Venango (6610014)	Sugarcreek Boro.	4 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
554	Venango (6610014)	Sugarcreek Boro.	402 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
555	Venango (6610014)	Sugarcreek Boro.	403 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
556	Venango (6610014)	Sugarcreek Boro.	404 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
557	Venango (6610014)	Sugarcreek Boro.	404 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
558	Venango (6610014)	Sugarcreek Boro.	405 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
559	Venango (6610014)	Sugarcreek Boro.	406 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Polyethylene (HDPE)	Non Lead	Non Lead
560	Venango (6610014)	Sugarcreek Boro.	407 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
561	Venango (6610014)	Sugarcreek Boro.	407 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
562	Venango (6610014)	Sugarcreek Boro.	409 OAK ST	OAK ST	RENO	16343	Venango	Residential	-	Unknown	Unknown	Unknown	Unknown	Unknown
563	Venango (6610014)	Sugarcreek Boro.	409 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
564	Venango (6610014)	Sugarcreek Boro.	410 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
565	Venango (6610014)	Sugarcreek Boro.	411 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Unknown	Unknown	Unknown
566	Venango (6610014)	Sugarcreek Boro.	413 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
567	Venango (6610014)	Sugarcreek Boro.	414 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	-	Unknown	Unknown	Unknown	Unknown	Unknown
568	Venango (6610014)	Sugarcreek Boro.	416 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
569	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
570	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
571	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
572	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
573	Venango (6610014)	Sugarcreek Boro.	5 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
574	Venango (6610014)	Sugarcreek Boro.	5 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
575	Venango (6610014)	Sugarcreek Boro.	5 WOLBERT ALY	WOLBERT ALY	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
576	Venango (6610014)	Sugarcreek Boro.	50 FIRST ST	FIRST ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
577	Venango (6610014)	Sugarcreek Boro.	504 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Copper	Non Lead	Non Lead
578	Venango (6610014)	Sugarcreek Boro.	504 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
579	Venango (6610014)	Sugarcreek Boro.	505 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
580	Venango (6610014)	Sugarcreek Boro.	507 CHESTNUT ST	CHESTNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
581	Venango (6610014)	Sugarcreek Boro.	508 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
582	Venango (6610014)	Sugarcreek Boro.	509 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
583	Venango (6610014)	Sugarcreek Boro.	510 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
584	Venango (6610014)	Sugarcreek Boro.	510 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown

No.	System	Municipality	Address	Street	City	Zip Code	County	Premise Type	Meter Size	Aqua Material	Aqua Classification	Customer Material	Customer Classification	Overall Service Classification
950	West Hickory (6270002)	Harmony Twp.	377 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
951	West Hickory (6270002)	Harmony Twp.	608 HILLTOP RD	HILLTOP RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
952	West Hickory (6270002)	Harmony Twp.	743 CENTER RD	CENTER RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
953	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
954	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
955	West Hickory (6270002)	Harmony Twp.	1937 LEASE TRL	LEASE TRL	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
956	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
957	West Hickory (6270002)	Harmony Twp.	692 HILL TOP RD	HILL TOP RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
958	West Hickory (6270002)	Harmony Twp.	1948 LEASE TRIAL RD	LEASE TRIAL RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
959	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
960	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
961	West Hickory (6270002)	Harmony Twp.	487 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
962	West Hickory (6270002)	Harmony Twp.	465 SKI HI DR	SKI HI DR	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
963	West Hickory (6270002)	Harmony Twp.	720 CENTER RD	CENTER RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
964	West Hickory (6270002)	Harmony Twp.	461 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
965	West Hickory (6270002)	Harmony Twp.	504 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
966	West Hickory (6270002)	Harmony Twp.	494 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
967	West Hickory (6270002)	Harmony Twp.	476 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	-	Unknown	Unknown	Unknown	Unknown	Unknown
968	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
969	West Hickory (6270002)	Harmony Twp.	460 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
970	West Hickory (6270002)	Harmony Twp.	454 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown

P-2 Attachment 1

Aqua Pennsylvania, Inc.

As Receiver for

Rhodes Water Utilities

Lead Service Line Replacement Plan



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DEFINITIONS

Aqua or Company – Aqua Pennsylvania, Inc.

COLSL – Customer-owned lead service line

DEP – Pennsylvania Department of Environmental Protection

EPA – United States Environmental Protection Agency

GRR – Galvanized service line requiring replacement

LCRR – Lead and Copper Rule Revisions amending the EPA’s Lead and Copper Rule. All community and non-transient non-community public water systems are required to comply with the LCRR starting October 16, 2024.

Lead action level - EPA's action level for lead in water delivered to users of public drinking water systems is 10 µg/L.

LSLR – Lead service line replacement

LSLR Project Commencement – Installation of the first lead service line replacement within a lead service line replacement project area.

LTIP – Long-Term Infrastructure Improvement Plan

PENNVEST – Pennsylvania Infrastructure Investment Authority

PUC or Commission – Pennsylvania Public Utility Commission

Rhodes Water Utilities – Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugarcreek Water Company, Venango Water Company, West Hickory Water Company.

µg/L – Micrograms per liter.

I. INTRODUCTION

Aqua Pennsylvania, Inc. (“Aqua”) has developed the following Lead Service Line Replacement (“LSLR”) Plan as the Receiver¹ for Venango Water Company (“VWC”) in accordance with Chapter 65 of the Pennsylvania Public Utility Commission’s (“PUC” or the “Commission”) regulations, 52 Pa. Code §§ 65.51 et seq., and the Commission’s Final Implementation Order entered on March 14, 2022 at Docket No. L-2020-3019521.

Aqua also became the Receiver for the remaining water systems owned by the Estate of Blaine E. Rhodes (which also owns VWC), including Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugar creek Water Company, and West Hickory Water Company (together with VWC, these systems shall be referred to as the “Rhodes Water Utilities”).² As part of the Commission’s October 30, 2024 Opinion and Order, which adopted Deputy Chief Administrative Law Judge (“ALJ”) Mark A. Hoyer’s October 17, 2024 *Order Granting Petition for Issuance of an Interim Emergency Order on an Expedited Basis and Certifying Material Question to the Commission*, the Commission adopted Deputy Chief ALJ Hoyer’s Ordering Paragraph 18, which stated that the LSLR Plan filed by Aqua as Receiver for VWC shall apply to the other Rhodes Water Utilities and the requirements of 52 Pa. Code § 65.55(a) shall be waived such that separate LSLR plans would not be required for each of the Rhodes Water Utilities. As such, this LSLR Plan has been modified to apply to the all the Rhodes Water Utilities.

Included with the Rhodes Water Utilities’ LSLR Plan are pro-forma tariff supplements containing the proposed changes necessary to implement the LSLR Program, and information required by the Commission under 52 Pa. Code § 53.52(a).

The Rhodes Utilities are each Class C public utilities that owns water systems serving customers in the following areas:

	CWC	FWC	PWC	SWC	VWC	WHWC
Customers	133	212	69	82	247	227
Service Area	Cooperstown Borough and Jackson Township, Venango County	Washington Township, Clarion County; and Pinegrove Township Venango County	Cornplanter Township, Venango County	Sugar creek Borough, Venango County	Sugar creek Borough, Venango County	Harmony Township, Forest County

¹ Receivership established by the Commission’s Ex Parte Emergency Order dated August 11, 2023, and ratified by the Commission’s Ratification Order dated August 24, 2023 at Docket No. M-2023-3042180. Aqua’s Receivership under Section 529 was consolidated in *Venango Water Company – Ex Parte Emergency Order Naming Aqua Pennsylvania, Inc. as Receiver; Section 529 Investigation of Venango Water Company; Section 529 Investigation of Sugar creek Water Company, West Hickory Water Company, Plumer Water Company, Fryburg Water Company, Cooperstown Water Company and Blaine E. Rhodes Sewer Company*, Docket Nos. M-2023-3042180, I-2023-3042312, and P-2024-3045205, Deputy Chief Administrative Law Judge Mark A. Hoyer First Interim Order (Mar. 20, 2024) (“Section 529 Proceeding”).

² See Section 529 Proceeding, Opinion and Order at 26, Ordering Paragraphs 1-4 (Oct. 30, 2024).

Aqua provides operations and management for the Rhodes Utilities during the pending Section 529 Proceeding. The Rhodes Utilities do not have Long-Term Infrastructure Improvement Plans (“LTIIP”) on file with the Commission, and therefore, this LSLR Plan also includes information regarding the requirements of 52 Pa. Code § 121.3 as required by 52 Pa. Code § 65.54(c).

II. LSLR PLAN REQUIREMENTS

The Rhodes Water Utilities LSLR Plan contains the following elements and supporting documents as required by the Commission.

A. Service Line Inventory

The Service Line Inventory is being developed consistent with the intent and guidance of the Lead and Copper Rule Revisions (“LCRR”) including use of all available sources of information to establish service line material designations for each side of ownership (i.e., Rhodes Water Utilities and customer) which thus informs an overall service line material designation.

In developing the Service Line Inventory, Aqua, as operator of the Rhodes Water Utilities’ systems during the Receivership, has used evidence-based data, including field observations, and will verify the information provided by the Rhodes Water Utilities. Aqua has not undertaken any main replacements in the Rhodes Water Utilities’ systems to date.

When evidence-based data, as described above, is not available, Aqua has applied the following methodology to assign material designations within the Service Line Inventory:

1. Pennsylvania banned the use of lead in all plumbing in early January 1991, and therefore homes that were built during or after 1991 are similarly assigned a “non-lead” designation within the Service Line Inventory. To identify any area outliers, Aqua will implement a field verification process in compliance with the Lead and Copper Rule Improvements (“LCRI”) which as proposed currently requires a statistical analysis to ensure the veracity of the assumption to a certain confidence level. The proposed regulations are summarized at 40 CFR 141.84(b)(5). Aqua will visually observe the service line materials on both the utility and customer sides by using a combination of methods including potholing and basement inspections.
2. For galvanized service lines which are or were downstream from lead service lines (“LSLs”) and/or Aqua cannot prove that they were never downstream from an LSL or lead gooseneck they are assigned a Galvanized Requiring Replacement (“GRR”) and will be considered candidates for replacement, unless the home and service line was built during or after 1991.

Aqua is continuing to develop the Rhodes Water Utilities’ Service Line Inventory, including any field observations, assumptions as described above, and other evidence-based data.

**Aqua Pennsylvania, Inc. as Receiver for the Rhodes Utilities
Lead Service Line Replacement Plan**

Aqua will update the Rhodes Water Utilities’ Service Line Inventory as progress is made on completing the inventory and if any new water systems are acquired by the Rhodes Water Utilities. **Tables 1.a.** through **1.f.** below show total material type identification in the Rhodes Water Utilities’ service territories.

Table 1 – Current Service Line Inventory Summary

Table 1.a. – CWC

Material Type	CWC	Customer
Lead	0	0
GRR	0	0
Non-lead	11	18
Lead status unknown	122	115
Total	133	133

Table 1.b. – FWC

Material Type	FWC	Customer
Lead	0	0
GRR	0	1
Non-lead	16	31
Lead status unknown	196	180
Total	212	212

Table 1.c. – PWC

Material Type	PWC	Customer
Lead	0	0
GRR	0	1
Non-lead	7	9
Lead status unknown	62	59
Total	69	69

Table 1.d. – SWC

Material Type	SWC	Customer
Lead	0	0
GRR	0	0
Non-lead	7	13
Lead status unknown	75	69
Total	82	82

Table 1.e. - VWC

Material Type	VWC	Customer
Lead	0	0
GRR	1	7
Non-lead	65	86
Lead status unknown	181	154
Total	247	247

Table 1.f. – WHWC

Material Type	WHWC	Customer
Lead	0	0
GRR	0	0
Non-lead	5	10
Lead status unknown	222	217
Total	227	227

The Service Line Inventory with location identifiers is being developed and will be incorporated into and available on Aqua’s website as further described in Section II.C.2. The current Service Line Inventory is attached hereto as **Attachment 1**.

B. Planning and Replacements

1. Rhodes Water Utilities Projected Annual Investment and Sources of Financing

While Aqua will replace lead service lines if found during an emergency repair, Aqua does not anticipate significant LSLR activities in the Rhodes Water Utilities. However, to allow Aqua to replace LSLs if they are discovered, Aqua proposes a cap up to 10 replacements annually in each of the Rhodes Water Utilities’ systems. Anticipated sources of financing for the replacements will include cash on hand and short term debt of Aqua that will be booked under deferred accounting and recovered after the final determination of ownership in the Section 529 Proceeding.

2. Rhodes Water Utilities Projected LSLRs Per Calendar Year and Description of Projection Development

The Company is proposing a cap as set forth in **Tables 2.a.** through **2.f.**:

Table 2 – Projected Customer LSL Replacements During 2024-2028

Table 2.a. – CWC

	2024	2025	2026	2027	2028
CWC Replacements	10	10	10	10	10
Cost	\$88,000	\$88,000	\$88,000	\$88,000	\$88,000

Table 2.b. – FWC

	2024	2025	2026	2027	2028
FWC Replacements	10	10	10	10	10
Cost	\$88,000	\$88,000	\$88,000	\$88,000	\$88,000

Table 2.c. – PWC

	2024	2025	2026	2027	2028
PWC Replacements	10	10	10	10	10
Cost	\$88,000	\$88,000	\$88,000	\$88,000	\$88,000

Table 2.d. – SWC

	2024	2025	2026	2027	2028
SWC Replacements	10	10	10	10	10
Cost	\$88,000	\$88,000	\$88,000	\$88,000	\$88,000

Table 2.e. – VWC

	2024	2025	2026	2027	2028
VWC Replacements	10	10	10	10	10
Cost	\$88,000	\$88,000	\$88,000	\$88,000	\$88,000

Table 2.f. – WHWC

	2024	2025	2026	2027	2028
WHWC Replacements	10	10	10	10	10
Cost	\$88,000	\$88,000	\$88,000	\$88,000	\$88,000

In addition to finding and replacing LSLs, the addition of galvanized service lines that are or ever have been downstream from a LSL or lead gooseneck are GRR and are eligible for replacement under Act 120. These numbers are subject to change as Aqua continues to develop the Rhodes Water Utilities’ inventories and can change based on evolving regulatory requirements. The projections for 2024-2028 are consistent with Aqua’s proposed annual cap for the Rhodes Water Utilities’ systems in this LSLR Plan.

3. Prioritization Criteria

Aqua considered the following prioritization criteria when developing the LSLR Plan:

- Individual Properties
 - Emergency Repairs revealing LSLs.
 - Homes with elevated lead concentrations in tap samples.
 - Schools and licensed day care facilities
 - Homeowners that request replacements.

4. Processes and Procedures to Address Emergency Repairs and Replacements Which Reveal LSLs

When Aqua uncovers an LSL while completing emergency repairs to the Rhodes Utilities Water systems, if both the customer side and Rhodes Water Utilities side of the service line are lead, Aqua will contact the customer/owner and provide them with the information and materials in Section II.B.6. and prioritize the replacement of the entire service line, both Rhodes Water Utilities and customer side. Where emergency work requires replacement of the Rhodes Water Utilities service line and the Rhodes Water Utilities material is non-lead, Aqua will replace the Rhodes Water Utilities service line up to the curb stop but will not make the connection, and this excavation will reveal the customer-side material. If the customer side of the service line is lead, Aqua will neither make the connection nor restore service, and Aqua will provide the resident with the information and materials in Section II.B.6. and immediately coordinate and prioritize replacement of the COLSL. Aqua will also provide the materials and information in Section II.B.6 to residents of a premises who are neither customers nor owners, but occupy the premises.

Where emergency work requires a spot repair to a Rhodes Water Utilities side service line, the work does not require the replacement of the Rhodes Water Utilities service line, and the Rhodes Water Utilities side service line is not lead or GRR, then Aqua will complete the repair and restore service to the premises. Under this circumstance a connection was never severed and there was no partial replacement, therefore it does not require termination of service.

When Aqua uncovers an LSL while completing emergency repairs to the Rhodes Water Utilities systems, and the LSL is Rhodes Water Utilities-owned, Aqua will replace the Rhodes Water Utilities service line up to the curb stop but will not make the connection, and this excavation will reveal the customer-side material. Upon verification that the customer's service line is not lead, Aqua will complete the Rhodes Water Utilities-side replacement and restore service to the property. Aqua will provide the customer with information regarding lead, pitcher filters, and flushing instructions as described below. If the customer's service line material is lead or GRR, Aqua will neither make the connection nor restore service, and Aqua will provide the resident with the information and materials in Section II.B.6. and immediately coordinate and prioritize replacement of the COLSL.

5. Processes and Procedures to Obtain Acceptance of a LSLR Prior to Project Commencement When the Customer Is and Is Not the Property Owner

If main replacements are required, Aqua or its third-party representatives will send pre-letters to customers in preparation for the commencement of a main replacement project and will request authorization to gain access to a structure using pre-investigation letters (**Exhibits A1, A2,**

and A3), requesting access to review the material type of the customer's service line. Aqua personnel or Aqua's third-party vendor will visit each customer premise within the scope of the project with an unknown service line material to identify material type of the customer service line. Aqua also sends out a letter to new customers when they move-in and establish an account with Aqua (**Exhibit A4**). Aqua plans on engaging customers/residents throughout its footprint with surveys (**Exhibit B**) sent by mail requesting customer participation in identifying service line materials. Aqua will also be developing additional survey materials to engage customers/residents to assist Aqua in completing the Rhodes Water Utilities Service Line Inventory. If Aqua uncovers a Rhodes Water Utilities LSL or a COLSL during maintenance or construction activities, Aqua will provide a form (**Exhibit C**) to the resident if the resident is at the premise or will post the form if the resident is not at the premise and attempt to contact the resident through phone to follow up with further information.

If there is no response to the pre-investigation letter or form, Aqua personnel or its third-party vendor will visit the premises to obtain acceptance in-person. If there is no response to door knocks, a door hanger (**Exhibit D**) will be left at the premises providing a contact number and requesting access to the resident/property owner's property to identify the service line material. If there is no response to the in-person outreach, a list is generated and Aqua will call the resident. If Aqua does not receive a response, it will initiate the 10-day shut-off procedures (**Exhibit E**) to get access and review the service line material. If there is still no contact, Aqua will commence with the shut-off of service and require access to review the service line material as a condition to restore service.

After making contact with the resident and identifying the presence of a COLSL, Aqua personnel will ask whether the resident is the owner or renter of the building. If the customer is the owner, and they agree to participate in the replacement, then Aqua will provide the information and materials in Section II.B.6 below. If the customer is the owner and refuses to participate in the replacement, Aqua will follow the provisions of Section II.B.10, below. If the resident is not the property owner, Aqua will obtain the owner's contact information from the resident and call the owner to explain the program to the owner and provide the owner with a copy of the Customer Lead/Galvanized Service Line Replacement Agreement ("Replacement Agreement") (**Exhibit F**). If Aqua does not receive a response to telephone calls to the owner, Aqua will send a letter to the property owner (**Exhibit G**) explaining the program and request that the property owner contact Aqua. If the property owner does not respond, Aqua will explore all options to encourage property owners to participate, such as contacting the municipality and the local code enforcement in which the property is located, and, in certain circumstances, at Aqua's discretion, using Step In Rights as described in Section II.B.10. If Aqua has not received acceptance after multiple efforts to contact the property owner and obtain the Replacement Agreement, Aqua will initiate the 10-day shut-off process.

6. Processes and Procedures Based on Acceptance of a LSLR

If the resident or property owner expresses that they want to participate in the Rhodes Water Utilities' LSLR Program after their service line has been identified as lead, Aqua will provide the following information to the customer:

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Lead Service Line Replacement Plan

- Customer Lead/Galvanized Service Line Replacement Agreement and postage-prepaid and pre-addressed envelope to Aqua (**Exhibit F**).
- Lead Fact Sheet providing educational information about lead in drinking water (**Exhibit H**).
- Information Sheet explaining the Rhodes Water Utilities' Lead Service Line Replacement Program (**Exhibit I**).
- Post-COLSL replacement flushing instructions (**Exhibit J**).
- Pitcher filter with six months of replacement cartridges (**Exhibit K**).

When the above information is provided to the resident/property owner, Aqua will explain to the resident/property owner that a plumber will contact them and schedule the replacement of the COLSL. If the resident/property owner does not return the Replacement Agreement, Aqua will contact the resident/property owner until it receives a signed copy of the Replacement Agreement, which will be retained by Aqua. During a main replacement project, Aqua will proceed with the procedures set forth in II.B.10. if the signed Replacement Agreement is not returned.

The Replacement Agreement allows a third-party licensed professional to enter the property and complete the LSLR. The agreement authorizes Aqua and the contractor performing the work to access the resident/property owner's property, confirms the ownership of the service line following installation, and provides a warranty on the work completed. Further, the agreement requires that the contractor install the replacement service line and restore the property as reasonably as practicable to the condition that existed prior to the LSLR.

Following replacement, Aqua personnel will visit the customer's property within 5 business days after the customer LSL replacement to reinstall or exchange the meter.

Atypical conditions for a LSLR may include (a) the property owner has passed away and an executor is seeking replacement, (b) a person selling property during main replacement project, or (c) a service line serving multiple properties. As these situations arise, Aqua will require documentation and, in Aqua's judgment, get the proper authorization to complete the replacement.

In closing out the project, Aqua will then provide a letter (**Exhibit L**) to the customer 3-6 months post-replacement confirming the provisions in the Replacement Agreement for project close-out. The letter confirms the newly installed customer service line has been transferred back to the property owner and reminds the resident/property owner of the warranty for the completed work. Aqua will also offer to provide sampling materials for post replacement 5th liter sampling. If the resident agrees, Aqua will provide instructions for post-replacement 5th liter sampling (**Exhibit M**). Following 5th liter sampling, Aqua will call and mail 5th liter sampling results within 10 business days for results less than 10 ug/L and withing 3 calendar days for results greater than 10 ug/L (**Exhibit N**).

7. Lead/Material Recycling and Disposal Efforts

When a customer LSLR occurs, Aqua's vendors make an attempt to pull the entire length of the line which reduces excavation and restoration costs. However, often the line cannot be pulled through and is abandoned in place. Aqua's third party vendors who complete the replacements will dispose of any lead material removed at recycling centers. No proceeds are provided to Aqua of the recycled material removed by the vendors.

For Rhodes Water Utilities side LSL replacements, Aqua attempts to pull the entire length of the line which reduces excavation and restoration costs. However, often the line cannot be pulled through and is abandoned in place. Any lead material removed during a Rhodes Water Utilities side LSL replacement will be brought back to Aqua's division office and put in Aqua's recycling containers to be taken to the recycling center. The scrap metal that is recycled will be charged to a deferred regulatory asset.

8. Industry Accepted Practices

Aqua in administering the Rhodes Water Utilities' LSLR Program will adhere to the provisions of each of the Rhodes Water Utilities' tariffs regarding replacement of Rhodes Water Utilities' service lines. In addition, Aqua will require Aqua personnel and its contractors to comply with any applicable plumbing codes related to customer-side service line replacement. Aqua will follow Commission regulations regarding LSLRs including prevention of partial service line replacements and termination of service provisions, if needed to prevent partial LSL replacements.

9. Integration of Acquired Systems in the LSLR Plan

Aqua does not foresee any of the Rhodes Water Utilities acquiring any additional water systems while it is operating the Rhodes Water Utilities systems under the Receivership. If the Rhodes Water Utilities acquire a water system prior to the deadline for water systems to complete their Service Line Inventories, Aqua will take over the water system's efforts, if any, to identify and incorporate the service line materials of the system into the Rhodes Water Utilities' overall Service Line Inventory. This will include the efforts described in Section II.A., above.

Again, Aqua does not foresee the Rhodes Water Utilities acquiring additional water systems; however, for water systems acquired by the Rhodes Water Utilities after the deadline to complete Service Line Inventories, Aqua will incorporate the acquired system's completed inventory into the Rhodes Water Utilities Service Line Inventory.

10. Procedure Regarding Refusal of Offer to Replace a LSL

During a LSLR project connected to a main replacement or where the Rhodes Water Utilities service line needs to be replaced, if the resident/property owner refuses to replace, and Aqua has either made contact with the resident/property owner and they refuse, or where the resident/property owner is non-responsive to Aqua's requests as described in Section II.B.5 to replace the COLSL, Aqua will initiate termination procedures. Termination procedures include posting of 10-day shut off notices, and other required contacts under the Commission's regulations.

**Aqua Pennsylvania, Inc. as Receiver for the Rhodes Utilities
Lead Service Line Replacement Plan**

When Aqua provides the 10-day shut off notice to the customer (either through delivery or posting at the customer's premises), Aqua will also provide the Customer Refusal Letter – either for not allowing access to identify service line material (**Exhibit O1**), or for failure to allow Aqua to replace the COLSL during a main replacement or where Aqua has to replace the Aqua side service line (**Exhibit O2**), the Lead Fact Sheet describing the health hazards of lead service lines (**Exhibit H**), and the Lead Service Line Program Information Sheet (**Exhibit I**) which explains the requirements for reimbursement and the potential for termination of service.

In certain circumstances, Aqua shall use Step-In Rights as described in its tariff to perform a replacement where it will avoid termination of service to an occupant or customer that is not the property owner, where the customer has a protection from abuse order (or other court order of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence) or a medical certificate.

In other circumstances, Aqua may utilize Step-In Rights as described in its tariff to perform a replacement where it will avoid termination of service to an occupant or customer that is not the property owner. Under these limited circumstances, the Step In Rights may be used when Aqua has attempted to contact the property owner to replace the COLSL, the structure is occupied by a party that is not the property owner, and Aqua has attempted to get authorization to replace the COLSL, and the property owner cannot be identified, or the property owner has been notified of the offer to replace the COLSL and has not responded.

Where Aqua is performing LSLR projects that are not connected to a main replacement or the replacement of the Aqua side service line, and the resident/property owner refuses to replace the customer side LSL and Aqua has either made contact with the resident/property owner and they refuse, or where the resident/property owner is non-responsive to Aqua's requests as described in Section II.B.5 to replace the customer LSL, Aqua will provide the Customer Refusal Letter – Non-Main Replacement (**Exhibit O3**), the Lead Fact Sheet describing the health hazards of lead service lines (**Exhibit H**), and the Lead Service Line Program Information Sheet (**Exhibit I**) which explains the requirements for reimbursement. Aqua will not initiate termination procedures for customers who refuse to replace their LSLs or GRRs unless there is a replacement to the Rhodes Water Utilities service line.

Aqua's representatives will include notes within Aqua's customer information system documenting the refusal or non-response and complete any termination procedures as needed if the customer/property owner continues to refuse to replace the customer LSL or does not respond.

C. Communications, Outreach and Education

Aqua's communications activities as Receiver for the Rhodes Water Utilities listed and described in the following sections are in accordance with EPA regulations at 40 C.F.R. § 141.85.

1. Printed and Broadcast Materials

As described in Section II.B above, and as further supplemented here, below is a list of all printed and broadcast materials Aqua plans on distributing under different scenarios of customer LSL replacement efforts. These materials may change or be updated from time to time.

- Exhibit A1 – Pre-investigative letters to identify service line material.
- Exhibit A2 – Second Notice of Pre-investigative letter to identify service line material.
- Exhibit A3 – Final Notice of Pre-investigative letter to identify service line material.
- Exhibit A4 – Move-in Letter to customers regarding service line material.
- Exhibit B – Customer surveys.
- Exhibit C – Form provided to customer if the Company discovers a LSL or GRR during construction or maintenance activities.
- Exhibit D – Door hanger placed if contact is not made with customer to identify service line material.
- Exhibit E – 10 day shutoff notice.
- Exhibit F – Customer Lead/Galvanized Service Line Replacement Agreement.
- Exhibit G – Letter to customer requesting participation in the replacement program.
- Exhibit H – Lead Fact Sheet providing educational information about lead in drinking water.
- Exhibit I – Lead Service Line Replacement Program Information Sheet.
- Exhibit J – Post-COLSL replacement flushing instructions.
- Exhibit K – Pitcher filter, and instructions in other languages.
- Exhibit L – COLSL replacement close out letter.
- Exhibit M – 5th Liter sampling instructions.
- Exhibit N – 5th Liter sample results letter.
- Exhibit O1 – Letter provided if customer refuses or does not respond to requests for Aqua to access the Rhodes Water Utilities’ meter to review the customer service line material.
- Exhibit O2 – Letter provided if the customer has an identified COLSL and refuses or does not respond to requests to replace the COLSL in connection with a main replacement project or where Aqua is replacing the Rhodes Water Utilities side service line.
- Exhibit O3 – Letter provided where the customer refuses or does not respond to requests to replace the COLSL that are not connected to a main replacement project or a Rhodes Water Utilities side service line replacement.

In addition to the above communication materials, Aqua has developed letters to be distributed as required by EPA regulations when they take effect:

- Exhibit P – Public education materials when elevated lead levels are found in a system.
- Exhibit Q – Notification of individual tap results from lead tap monitoring.

- Exhibit R – Notification of known service line containing lead / GRR / unknown.
- Exhibit S – Held for future use.
- Exhibit T – Held for future use.
- Exhibit U – Notification of a disturbance to a lead, GRR, or lead status unknown service line that results in the service line being shut off or bypassed.
- Exhibit V – Notification of a disturbance to a lead, GRR, or lead status unknown service line from the replacement of an inline water meter, a water meter setter, or gooseneck, pigtail, or connector.
- Exhibit W – Press release regarding action level exceedance.

2. Aqua's Website

The Company has developed a section of its website that houses information related to Lead and its LSLR Program.

www.aquawater.com/lead

Aqua's website provides information on sources of lead, the health effects of lead, the Company's compliance with lead requirements, how residents can protect against lead exposure, and a help line for residents requiring assistance in determining their service line material. The website also includes information on Aqua's LSLR Program, including the status of current efforts to replace LSLs, flushing instructions post-replacement, a video showing how to take a sample with the sample bottles provided by Aqua, and reimbursement requirements.

Aqua has developed an online tool to show service line material which is available on Aqua's publicly facing website. This tool can be found at the below web address and can also be accessed through Aqua's Lead web page.

www.aquawater.com/leadmap

Aqua is also developing an online tool that will show the replacement schedule by geographical location, six months into the future. This tool will be completed in accordance with the timeline set forth in the Commission's regulations. Aqua is proposing to incorporate information related to the Rhodes Water Utilities within this online tool. The online tool will be able to be used by customers/property owners to determine if they are within the required radius of a project and within the required time of the commencement of a project, thereby allowing them to determine their eligibility for reimbursement.

III. CONCLUSION

Aqua, as Receiver for the Rhodes Water Utilities systems, will continue to develop the Rhodes Water Utilities Service Line Inventory and replace customer LSLs in accordance with this LSLR Plan and work toward the goal of removing all LSLs from the Rhodes Water Utilities systems. The Rhodes Water Utilities LSLR Plan will be updated as needed.

ATTACHMENT 1

Service Line Inventory

Summary Table

Row Labels	Count of Aqua Classification
Cooperstown (6610017)	133
Non Lead	11
Unknown	122
Fryburg (6160030)	212
Non Lead	16
Unknown	196
Plumer (6610011)	69
Non Lead	7
Unknown	62
Sugarcreek (6610029)	82
Non Lead	7
Unknown	75
West Hickory (6270002)	227
Non Lead	5
Unknown	222
Venango (6610014)	247
Galvanized Requiring Replaceme	1
Non Lead	65
Unknown	181
Grand Total	970

Row Labels	Count of Customer Classification
Cooperstown (6610017)	133
Non Lead	18
Unknown	115
Fryburg (6160030)	212
Galvanized Requiring Replaceme	1
Non Lead	31
Unknown	180
Plumer (6610011)	69
Galvanized Requiring Replaceme	1
Non Lead	9
Unknown	59
Sugarcreek (6610029)	82
Non Lead	13
Unknown	69
West Hickory (6270002)	227
Non Lead	10
Unknown	217
Venango (6610014)	247
Galvanized Requiring Replaceme	7
Non Lead	86
Unknown	154
Grand Total	970

No.	System	Municipality	Address	Street	City	Zip Code	County	Premise Type	Meter Size	Aqua Material	Aqua Classification	Customer Material	Customer Classification	Overall Service Classification
512	Venango (6610014)	Sugarcreek Boro.	1999 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
513	Venango (6610014)	Sugarcreek Boro.	2 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Copper	Non Lead	Copper	Non Lead	Non Lead
514	Venango (6610014)	Sugarcreek Boro.	2 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
515	Venango (6610014)	Sugarcreek Boro.	2 SHAFFER RUN RD	SHAFFER RUN RD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
516	Venango (6610014)	Sugarcreek Boro.	2 SIXTH ST APT 1	SIXTH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
517	Venango (6610014)	Sugarcreek Boro.	2 SIXTH ST APT 2	SIXTH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
518	Venango (6610014)	Sugarcreek Boro.	202 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
519	Venango (6610014)	Sugarcreek Boro.	203 4TH ST	4TH ST	RENO	16343	Venango	Residential	5/8	Polyethylene (HDPE)	Non Lead	Unknown	Unknown	Unknown
520	Venango (6610014)	Sugarcreek Boro.	203 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
521	Venango (6610014)	Sugarcreek Boro.	204 8TH ST	8TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
522	Venango (6610014)	Sugarcreek Boro.	205 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
523	Venango (6610014)	Sugarcreek Boro.	205 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
524	Venango (6610014)	Sugarcreek Boro.	207 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
525	Venango (6610014)	Sugarcreek Boro.	209 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Copper	Non Lead	Copper	Non Lead	Non Lead
526	Venango (6610014)	Sugarcreek Boro.	2097 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Copper	Non Lead	Non Lead
527	Venango (6610014)	Sugarcreek Boro.	210 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
528	Venango (6610014)	Sugarcreek Boro.	211 WALNUT ST	WALNUT ST	RENO	16343	Venango	Other	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
529	Venango (6610014)	Sugarcreek Boro.	2119 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
530	Venango (6610014)	Sugarcreek Boro.	214 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
531	Venango (6610014)	Sugarcreek Boro.	2141 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Commercial	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
532	Venango (6610014)	Sugarcreek Boro.	2149 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
533	Venango (6610014)	Sugarcreek Boro.	2159 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
534	Venango (6610014)	Sugarcreek Boro.	2169 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
535	Venango (6610014)	Sugarcreek Boro.	2179 ALLEGHENY BLVD	ALLEGHENY BLVD	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
536	Venango (6610014)	Sugarcreek Boro.	23 WOLBERT ALY	WOLBERT ALY	RENO	16343	Venango	Residential	5/8	Not Lead	Non Lead	Not Lead	Non Lead	Non Lead
537	Venango (6610014)	Sugarcreek Boro.	28 BROOK ST	BROOK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
538	Venango (6610014)	Sugarcreek Boro.	3 1/2 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
539	Venango (6610014)	Sugarcreek Boro.	3 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Galvanized	Galvanized Requiring Replacement	Galvanized Requiring Replacement
540	Venango (6610014)	Sugarcreek Boro.	3 THIRD ST	THIRD ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Unknown	Unknown	Unknown
541	Venango (6610014)	Sugarcreek Boro.	3 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
542	Venango (6610014)	Sugarcreek Boro.	301 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
543	Venango (6610014)	Sugarcreek Boro.	301 THIRD ST	THIRD ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
544	Venango (6610014)	Sugarcreek Boro.	302 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
545	Venango (6610014)	Sugarcreek Boro.	303 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	-	Copper	Non Lead	Copper	Non Lead	Non Lead
546	Venango (6610014)	Sugarcreek Boro.	305 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
547	Venango (6610014)	Sugarcreek Boro.	307 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
548	Venango (6610014)	Sugarcreek Boro.	308 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
549	Venango (6610014)	Sugarcreek Boro.	316 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
550	Venango (6610014)	Sugarcreek Boro.	32 PROGRESS DR	PROGRESS DR	RENO	16343	Venango	Commercial	2	Unknown	Unknown	Unknown	Unknown	Unknown
551	Venango (6610014)	Sugarcreek Boro.	38 SHAFFER RUN RD	SHAFFER RUN RD	RENO	16343	Venango	Residential	5/8	Not Lead	Non Lead	Not Lead	Non Lead	Non Lead
552	Venango (6610014)	Sugarcreek Boro.	4 6TH ST	6TH ST	RENO	16343	Venango	Residential	-	Unknown	Unknown	PVC	Non Lead	Unknown
553	Venango (6610014)	Sugarcreek Boro.	4 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
554	Venango (6610014)	Sugarcreek Boro.	402 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
555	Venango (6610014)	Sugarcreek Boro.	403 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Other Not Lead	Non Lead	Other Not Lead	Non Lead	Non Lead
556	Venango (6610014)	Sugarcreek Boro.	404 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
557	Venango (6610014)	Sugarcreek Boro.	404 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
558	Venango (6610014)	Sugarcreek Boro.	405 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
559	Venango (6610014)	Sugarcreek Boro.	406 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Polyethylene (HDPE)	Non Lead	Non Lead
560	Venango (6610014)	Sugarcreek Boro.	407 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
561	Venango (6610014)	Sugarcreek Boro.	407 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
562	Venango (6610014)	Sugarcreek Boro.	409 OAK ST	OAK ST	RENO	16343	Venango	Residential	-	Unknown	Unknown	Unknown	Unknown	Unknown
563	Venango (6610014)	Sugarcreek Boro.	409 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
564	Venango (6610014)	Sugarcreek Boro.	410 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
565	Venango (6610014)	Sugarcreek Boro.	411 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Unknown	Unknown	Unknown
566	Venango (6610014)	Sugarcreek Boro.	413 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
567	Venango (6610014)	Sugarcreek Boro.	414 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	-	Unknown	Unknown	Unknown	Unknown	Unknown
568	Venango (6610014)	Sugarcreek Boro.	416 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
569	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
570	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
571	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
572	Venango (6610014)	Sugarcreek Boro.	4TH ST	4TH ST	RENO	16343	Venango	Commercial	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
573	Venango (6610014)	Sugarcreek Boro.	5 9TH ST	9TH ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
574	Venango (6610014)	Sugarcreek Boro.	5 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
575	Venango (6610014)	Sugarcreek Boro.	5 WOLBERT ALY	WOLBERT ALY	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
576	Venango (6610014)	Sugarcreek Boro.	50 FIRST ST	FIRST ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
577	Venango (6610014)	Sugarcreek Boro.	504 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	Copper	Non Lead	Non Lead
578	Venango (6610014)	Sugarcreek Boro.	504 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
579	Venango (6610014)	Sugarcreek Boro.	505 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	PVC	Non Lead	PVC	Non Lead	Non Lead
580	Venango (6610014)	Sugarcreek Boro.	507 CHESTNUT ST	CHESTNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
581	Venango (6610014)	Sugarcreek Boro.	508 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
582	Venango (6610014)	Sugarcreek Boro.	509 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
583	Venango (6610014)	Sugarcreek Boro.	510 OAK ST	OAK ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
584	Venango (6610014)	Sugarcreek Boro.	510 WALNUT ST	WALNUT ST	RENO	16343	Venango	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown

No.	System	Municipality	Address	Street	City	Zip Code	County	Premise Type	Meter Size	Aqua Material	Aqua Classification	Customer Material	Customer Classification	Overall Service Classification
950	West Hickory (6270002)	Harmony Twp.	377 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	PVC	Non Lead	Unknown
951	West Hickory (6270002)	Harmony Twp.	608 HILLTOP RD	HILLTOP RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
952	West Hickory (6270002)	Harmony Twp.	743 CENTER RD	CENTER RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
953	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
954	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
955	West Hickory (6270002)	Harmony Twp.	1937 LEASE TRL	LEASE TRL	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
956	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
957	West Hickory (6270002)	Harmony Twp.	692 HILL TOP RD	HILL TOP RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
958	West Hickory (6270002)	Harmony Twp.	1948 LEASE TRIAL RD	LEASE TRIAL RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
959	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
960	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
961	West Hickory (6270002)	Harmony Twp.	487 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
962	West Hickory (6270002)	Harmony Twp.	465 SKI HI DR	SKI HI DR	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
963	West Hickory (6270002)	Harmony Twp.	720 CENTER RD	CENTER RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
964	West Hickory (6270002)	Harmony Twp.	461 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
965	West Hickory (6270002)	Harmony Twp.	504 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
966	West Hickory (6270002)	Harmony Twp.	494 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
967	West Hickory (6270002)	Harmony Twp.	476 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	-	Unknown	Unknown	Unknown	Unknown	Unknown
968	West Hickory (6270002)	Harmony Twp.	SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
969	West Hickory (6270002)	Harmony Twp.	460 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown
970	West Hickory (6270002)	Harmony Twp.	454 SKI HI RD	SKI HI RD	WEST HICKORY	16370	Forest	Residential	5/8	Unknown	Unknown	Unknown	Unknown	Unknown

EXHIBIT A1

Pre-investigative letter to identify service
line material



Date

M1-XXX RESIDENT OR CURRENT RESIDENT ADDRESS CITY STATE ZIP



Dear Customer,

Aqua Pennsylvania is completing a service line material inventory as required by the United States Environmental Protection Agency (USEPA), the Pennsylvania Department of Environmental Protection (PADEP), and the Pennsylvania Public Utility Commission (PAPUC). We have two options available for you to identify your service line material. The first option is self-reporting that involves either filling out a survey (enclosed) that can be mailed back to us, or using the QR Code provided on the survey to upload your survey responses. The second option is to schedule an appointment to have your water service line inspected to determine its material of construction, and more specifically, to determine if you have a lead or galvanized service line. To complete this study in a timely manner, Aqua has hired a contractor, Environmental Resource Management (ERM). If you select the second option, ERM will have an inspector visit your home to collect information regarding service line material.

The presence of a lead or galvanized water service line does not mean that drinking water in your home is contaminated with lead; however, removal of the lead or galvanized service line eliminates any future possibility of lead entering your water supply from the water service line. You can learn more about lead in drinking water and steps you can take to minimize exposure by calling the Safe Drinking Water Hotline at (800) 426-4791, or by visiting the EPA website at https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water.

If our inspection reveals that you have a lead or galvanized service line, Aqua is required to replace, AT NO DIRECT COST TO YOU, any part of your service line that is constructed of lead or galvanized pipe. The service line extends from the water main in the street to your water meter. Aqua will install the new service line and you will own and maintain the new service line as a part of your property. We will provide you with additional service line replacement information if we identify that your service line is lead or galvanized.

If you prefer to have your service line inspected in person, please call the ERM Call Center (484) 913-0346 between the hours of 8am-6pm to schedule an appointment. Appointments will be available on select weekdays, evenings and Saturdays. Please state that you are calling to have your water line inspected for lead or galvanized pipe. We thank you in advance for your support for this important initiative.

Sincerely,

Handwritten signature of Michael Fili

Michael Fili, Vice President
Capital Planning, Design & Construction Aqua Pennsylvania

Para acceder al documento traducido al español, visite el sitio web de Aqua en https://www.aquawater.com/aqua-pa-lead-spanish.php

如果需要查看本文件的中文简体字译本, 请访问 Aqua 网站 : https://www.aquawater.com/aqua-pa-lead-chinese.php

Die deutsche Übersetzung dieses Dokuments finden Sie auf der Website von Aqua unter https://www.aquawater.com/aqua-pa-lead-german.php

EXHIBIT A2

Second Pre-investigative letter to identify
service line material

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*****SECOND NOTICE*****

Dear Customer,

Aqua Pennsylvania is completing a service line material inventory as required by the United States Environmental Protection Agency (USEPA), the Pennsylvania Department of Environmental Protection (PADEP), and the Pennsylvania Public Utility Commission (PAPUC). We have two options available for you to identify your service line material. The first option is self-reporting that involves either filling out a survey (enclosed) that can be mailed back to us, or using the QR Code provided on the survey to upload your survey responses. The second option is to schedule an appointment to have your water service line inspected to determine its material of construction, and more specifically, to determine if you have a lead or galvanized service line. To complete this study in a timely manner, Aqua has hired a contractor, Environmental Resource Management (ERM). If you select the second option, ERM will have an inspector visit your home to collect information regarding service line material.

The presence of a lead or galvanized water service line does not mean that drinking water in your home is contaminated with lead; however, removal of the lead or galvanized service line eliminates any future possibility of lead entering your water supply from the water service line. You can learn more about lead in drinking water and steps you can take to minimize exposure by calling the Safe Drinking Water Hotline at (800) 426-4791, or by visiting the EPA website at <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>.

If our inspection reveals that you have a lead or galvanized service line, **Aqua is required to replace, AT NO DIRECT COST TO YOU, any part of your service line that is constructed of lead or galvanized pipe. The service line extends from the water main in the street to your water meter.** Aqua will install the new service line and you will own and maintain the new service line as a part of your property. We will provide you with additional service line replacement information if we identify that your service line is lead or galvanized.

If you prefer to have your service line inspected in person, please call the **ERM Call Center (484) 656-7070** between the hours of 8am-6pm to schedule an appointment. Please state that you are calling to have your water line inspected for lead or galvanized pipe. We thank you in advance for your support for this important initiative.

Sincerely,

A handwritten signature in blue ink that reads "Michael Fili".

Michael Fili, Vice President
Capital Planning, Design & Construction
Aqua Pennsylvania



EXHIBIT A3

Final Pre-investigative letter to identify
service line material



DATE

******FINAL ATTEMPT TO REACH YOU BEFORE FURTHER ACTION TAKEN******

M1-XXX RESIDENT
OR CURRENT RESIDENT
ADDRESS
CITY ST ZIP



Dear Customer,

Aqua Pennsylvania (Aqua or the Company), through its contractor, Environmental Resources Management, Inc. (ERM), has attempted to reach you on multiple occasions regarding a significant project that is under way in your area. Aqua requires that you identify your service line material or permit ERM to access the Company's meter at your property.

As required by the United States Environmental Protection Agency (USEPA), the Pennsylvania Department of Environmental Protection (PADEP), and the Pennsylvania Public Utility Commission (PAPUC), Aqua is complete a service line material inventory. We have two options available for you to identify your service line material. The first option is self-reporting that involves either filling out a survey (enclosed) that can be mailed back to us, or using the QR Code provided on the survey to upload your survey responses. The second option is to schedule an appointment to have your water service line inspected to determine its material of construction and more specifically, to determine if you have a lead or galvanized service line. If you select the second option, ERM will have an inspector visit your home to collect information regarding service line material. Failure to select one of these methods may result in further action taken by Aqua to obtain the required information, including requiring you to permit access to the Company's meter at your property and potential termination of service for failure to provide access.

The presence of a lead or galvanized water service line does not mean that drinking water in your home is contaminated with lead; however, removal of the lead or galvanized service line eliminates any future possibility of lead entering your water supply from the water service line. You can learn more about lead in drinking water and steps you can take to minimize exposure by calling the Safe Drinking Water Hotline at (800) 426-4791, or by visiting the EPA website at <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>.

If our inspection reveals that you have a lead or galvanized service line, **Aqua will replace, AT NO DIRECT COST TO YOU, any part of your service line that is constructed of lead or galvanized pipe. The service line extends from the water main in the street to your water meter.** Aqua owns the portion of the service line from the main in the street to the curb stop or edge of right of way (Aqua Service Line). You own the portion of the service line from the curb stop or edge of right of way through your property and into your structure (Customer Service Line). Aqua will install the new service line and dedicate back to you the Customer Service Line and you will own and maintain the new Customer Service Line as a part of your property. We will provide you with additional service line replacement information if we identify that your service line is lead or galvanized.

If you prefer to have your service line inspected in person, please call the **ERM Call Center at (484) 913-0346** between the hours of 8am-6pm to schedule an appointment. Please state that you are calling to have your water line inspected for lead or galvanized pipe. It is important that we hear from you soon. We thank you in advance for your support for this important initiative.

Sincerely,

Michael Fili, Vice President
Capital Planning, Design & Construction Aqua Pennsylvania

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EXHIBIT A4

Move-In Letter



An  Essential Utilities Company



*****AUTO**SCH 5-DIGIT 16114

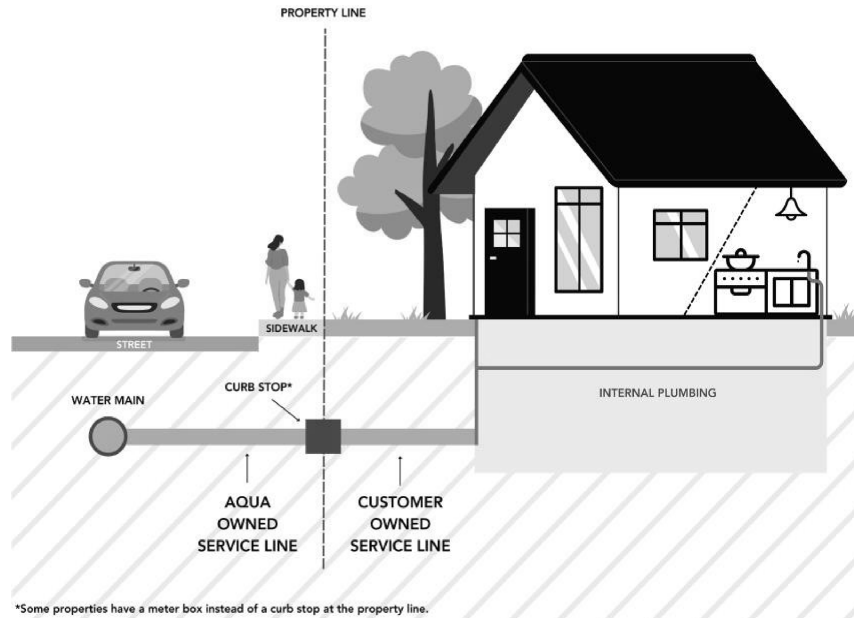
John Q Sample
123 Main St
Anytown, PA 19010

M2D-01

Dear Consumer:

Aqua is pleased to provide water service to your new address. Aqua supplies water to your property through a service line that runs from the water main into your building. Aqua owns the service line from the water main to the curb stop or meter box. You own the service line that runs from the curb stop or meter box into your building.

Aqua is conducting an ongoing service line material inventory and replacement program to identify and replace lead and galvanized service lines in our drinking water systems at no direct cost to our customers. Galvanized service lines are replaced if they could potentially be a source of lead to your tap water. Under the United States Environmental Protection Agency (USEPA), Aqua is required to notify you, as a new water consumer, whether your service line consists of lead, galvanized requiring replacement, or an unknown material. Currently, no action is required of you.



SEE BELOW FOR YOUR SERVICE LINE CLASSIFICATION

Our records show the following information for your property:

- **Premise Number: 123456-7**
- **Aqua Side Service Line Classification:**
- **Customer Side Service Line Classification:**
- **Regulatory Classification*:**

*Regulatory Classification is determined based on information available for both sides of the service line.



Please understand that inventorying and replacement efforts will take many years. We are developing detailed plans to meet these objectives. We will notify you if we require more information or need to arrange your service line replacement once we know the schedule for your area. Note that if you proceed with replacement of your service line using your own plumber, please contact us as soon as possible since we are required to replace the company-owned service line, if lead or galvanized, to minimize the risk of lead being released into your water.

HEALTH EFFECTS OF LEAD

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

STEPS TO REDUCE LEAD IN YOUR DRINKING WATER

Lead is more likely to accumulate when water is in contact with a lead source for longer periods of time. There are steps you can take to minimize exposure to lead in drinking water:

- **Run your tap to flush out lead.** If your water has not been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking. The amount of time to run the water will depend on the length and diameter of the service line and the amount of plumbing in your home.
- **Use cold water to cook or prepare baby formula.** Do not boil water to reduce lead. Lead dissolves more easily in hot water and boiling water will concentrate the lead.
- **If you buy a water filter for lead removal, make sure it is approved to reduce lead.** The filter should be certified for lead removal by NSF. For more information, contact NSF International, www.NSF.org.

For more information on lead and our replacement program, please visit www.aquawater.com/lead.

Please note that when we begin working in your area, we will contact you to arrange inspections and service line replacements. This will provide you with the opportunity to verify your service line material. If you have other questions, please call our dedicated service line material call center hub at 1-866-SLM-AQUA (1-866-756-2782).

Sincerely,

Aqua

EXHIBIT B

Customer Surveys

Customer Lead and Copper Survey

To comply with Pennsylvania Public Utility Commission (PAPUC), Pennsylvania Department of Environmental Protection (PADEP) and Environmental Protection Agency (EPA) regulations, Aqua is compiling a database of the materials used in our customer's service lines. Please take a few minutes to complete this survey. If you have questions or would like assistance, please call ERM Call Center **(484) 913-0346** between the hours of 8am-6pm to schedule an appointment. Please state that you are calling about the **Aqua [PROJECT] Survey**.

To save time we provide a QR Code to complete this survey online:

(If you choose to complete this online, you may recycle these materials.)



First Name:

Last Name:

Phone: - -

Year home built:

If known, what type of material is the service line coming into your home? Please provide a picture for verification via email to LeadSurvey@erm.com or mail back with this survey. See included pipe identification instructions.

Lead
 Copper
 Plastic or PVC or PEX
 Galvanized

***If other or unknown please CALL (484) 913-0346 to verify**

Water Pipe and Service Line Material Identification

	Lead	Galvanized	Copper
Outer Appearance	Dull gray, bendable; Often curves between wall/floor and valve	Dark gray or black; Straight rigid pipe	Brown; Can have green corrosion spots
Threads at connections	None	Yes	None
Scratch Test (coin or key)	Shiny silver	Hard to scratch, remains gray	Copper, like a penny
Magnet Test	Does not stick	Magnet WILL stick	Does not stick

Please return completed survey in the enclosed self-address envelope to ERM c/o Melissa Marchisello, AQUA Pennsylvania
PO Box 950
Lansdale, PA 19446-9802



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<https://www.aquawater.com/aqua-pa-lead-chinese.php>

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How to Identify Water Service Line and Water Pipe Materials in Your Home

Water Service Line and Pipe Material Identification Instructions

Step 1

Locate the water service line entering your home which is usually located in the basement or a crawlspace. The service line is typically just before the whole-house shut-off valve which should be near where the water service enters the home.

Step 2

Use the identification sheet below to help identify your service line material (copper, lead, galvanized or plastic pipe).



- **Lead** – pipe is NOT threaded, it is soft, easily scraped, dull silver-gray in color, and a magnet does NOT stick to the pipe. Use flat edge of a screwdriver (or similar tool) to scrape the pipe. If the scraped area is shiny and silver, the line is lead.
- **Copper** – the color of a penny and not threaded
- **Galvanized** – pipe is threaded, dull silver-gray in color, and magnet will typically stick to the pipe
- **Plastic** – white, blue, or black rigid plastic pipe

Follow these steps:

You will need:

- Key or a coin
- Strong refrigerator magnet

1. Find the water meter in your basement. Look at the pipe that comes through the outside wall of your home and connects to your meter.
2. Carefully scratch the pipe (like you would a lottery ticket) with a key or a coin. Do not use a knife or other sharp tool. Take care not to make a hole in the pipe. If the scratch turns a shiny silver color, it could be lead or steel. **NOTE: If pipe is painted, use sandpaper to expose the metal first.**
3. Place the magnet on the pipe. If a magnet sticks, it is a steel pipe.



Other ways you can check for lead:

- Purchase a lead test kit at a hardware or home improvement store. These kits test what the pipe is made from – not the water inside. Look for an EPA recognized kit.
- A **licensed and insured plumber** can inspect your pipes and other plumbing for lead or steel. Replacing an older brass faucet or valve might reduce the lead in water.

Thank you for taking time out of your busy schedule to complete and return this survey. The data collected will help us to provide an accurate inventory of water service line materials in your community to eliminate lead from service lines.

Please return completed survey in the enclosed self-address envelope to ERM c/o Melissa Marchisello, AQUA Pennsylvania
PO Box 950
Lansdale, PA 19446-9802

PA-HUB-SL40-2412

EXHIBIT C

Construction and Maintenance Activities
Discover Lead Line Form

 An Essential Utilities Company	Premises No.: _____ Tap Serial No.: _____ Date: _____
	Address: _____
	Prepared by: _____
	PWSID: _____ System Name: _____

ESTE DOCUMENTO CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE.
HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

An Important Health Notice From Aqua



PLEASE READ THIS BEFORE USING YOUR WATER!

During our maintenance/construction activities today, Aqua encountered:

- An Aqua-owned lead service line Copper
 An Aqua-owned galvanized service line

that provides water from our water main to the curb stop.

Please note that:

- It has been replaced today.
 It will be replaced by: _____

The customer-owned service line that provides water from the curb stop into your house is constructed of:


- Lead Galvanized Copper Other: _____

We encourage you to review the flushing instructions below and the information about lead on the back of this form. We will:

1. contact you to arrange for tap water sampling and
2. provide you with a pitcher filter to protect you from lead. Pitcher dropped off?

In the meantime, please call us if you would like additional information at 1-866-SLM-AQUA (1-866-756-2782).

Please review and follow these very important **instructions*** to minimize your exposure to metals, such as lead, which might have been stirred up due to the service-line replacement work. Please flush all your faucets using these steps:

-  **1** If possible, remove faucet aerators from all water faucets in the home.
- 2** Beginning in the lowest level of the home, fully open the cold water faucets throughout the home.
- 3** Let the water run for at least 30 minutes at the last faucet you opened (which was on your top floor).
- 4** Turn off each faucet starting with the faucets in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.
- 5** Clean and reinstall any aerators you might have removed in Step 1.
- 6** Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

*Based on the American Water Works Association-recommended safety procedures (awwa.org).

You might also wish to use a NSF-approved home filter for water to be used for drinking and cooking, particularly if you are pregnant or have children under age six. Go to NSF.org for more information.

Please see the other side of this notice for more information on lead. Thank you for letting Aqua serve you! For questions or concerns, please contact Aqua customer service line call center at **1-866-SLM-AQUA (1-866-756-2782)**.

More helpful information on the back



Information About Lead and Drinking Water*



How does lead get into drinking water?

Lead is not typically found in the streams, reservoirs or wells that serve as our water supplies. The main water lines that carry water from treatment plants to customers don't contribute to lead. The main source of lead in drinking water is from lead service lines (the pipelines that deliver water from the water mains in the street to homes) and from household plumbing that contains lead.

Before the use of copper for water pipes, lead was once a material of choice. Before 1986, lead was also a key component of the solder used by plumbers when installing home plumbing. Lead is even found in brass and bronze plumbing fixtures. The chemical properties of water can cause lead and other metals to leach into the water. Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water.

Customers who have, or think they might have, lead service lines are strongly encouraged to replace their service lines. If customers choose to replace their household plumbing, they should use certified lead-free solder and fixtures.

How Aqua protects its customers:

Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua also tests for lead in high-risk sample homes to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule. According to the EPA, sampling locations must be selected based on priority tied to possible lead exposure. Aqua also works with individual customers who request lead information for their home. Test results, including those for lead and copper, are summarized in our annual water quality reports, which are produced for every water system we own and operate. You can find your community's water quality report on AquaWater.com.

Changes in water sources are not common. However, if we ever need to use a new water source, Aqua works with state environmental regulators to perform an early evaluation of the new source to anticipate water quality concerns and identify potential treatment needs.

Once a new water source is approved, Aqua further verifies the acceptability of water quality by conducting testing at approved high-risk homes for a sustained period of time to ensure water quality.

Health effects of lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, here are ways you can minimize exposure.

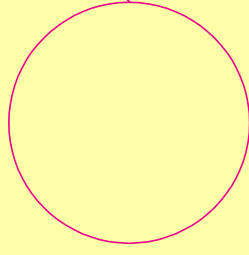
- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run water for at least 15 to 30 seconds or until it becomes cold or reaches a steady temperature before using it for drinking or cooking.
- **Use cold water to cook and prepare baby formula. Don't boil water to reduce lead.** Lead dissolves more easily into hot water. Boiling water won't reduce lead.
- If you buy a water filter, make sure it's approved to reduce lead. You can contact NSF International at 800.NSF.8010 or NSF.org.
- If you are concerned about exposure, contact your local health department or healthcare provider to find out how you can get your child tested for lead. Call Aqua at 877.987.2782 for information about testing your water for lead.
- Brass faucets, fittings and valves – even those advertised as lead free – might contribute lead to drinking water. The law allows end-use fixtures, such as faucets, with wetted surfaces containing a maximum weighted average of 0.25 percent lead to be labeled as lead free. Visit NSF International at NSF.org to learn more.

For more information on reducing lead exposure in your home and the health effects of lead, visit the EPA at EPA.gov/lead or contact your healthcare provider.

*This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.


EXHIBIT D

Door Hanger



IMPORTANT NOTICE

AQUA.

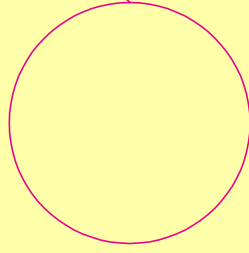
An  Essential Utilities Company

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PA-HUB-SL50-2412



We're sorry...we missed you!

A company representative was at your property today.

Date: _____ Time: _____

The purpose(s) of our visit was to:

Gain Access to Conduct Service Line Inspection

Other/Comments: _____

* If unable to provide access for service line inspection, please fill out the survey provided via mail and/or QR code. The QR Code is located below. If you have questions, please contact the ERM Call Center via the information provided below.

Please Contact Us
ERM Call Center: (484) 913-0346
Or email at Leadsurvey@erm.com

QR Code: Bensalem/Bristol



An Essential Utilities Company

EXHIBIT E

10 Day Shutoff Notice

10-Day Shut Off Notice

DATE NOTICE ISSUED:

Name: _____

Service Address: _____

Premise No. _____

In order for Aqua Pennsylvania, Inc. to continue supplying water service to your residence/business, you need to take immediate action. If the information **marked** below is not provided within the next 10 days, we will shut off the water service at the above address on or after 8:00 A.M. on _____. **Aqua may act on this notice for up to 60 days.**

THIS ACTION WILL BE TAKEN FOR THE FOLLOWING REASON:

1. Your Bill For \$ _____ is Overdue. Call 1.877.987.2782 (and choose Collections).

2. Meter Operations:

- ACT 120 Lead Service Line Inspection or Replacement. Call 610.645.4272 to speak with Water Quality.
- Inactive Account - Apply for Water Service
- Meter Equipment Inspection Exchange or Install Meter Meter Space Does Not Meet Aqua PA Specifications
- Customer side leak, property owner responsibility. Call 1.877.987.2782 to update repair status

Other: _____ Call 1.877.WTR.AQUA or 1.877.987.2782.

3. Backflow Prevention: Failure to Test Backflow Device SEPA 610.541.4179 or backflow@aquawater.com
 Failure to Install Backflow Device GPA 1.877.987.2782 or gpabackflow@aquawater.com

TO STOP THE SHUT OFF, YOU MUST DO THE FOLLOWING IMMEDIATELY:

1. Pay the total amount overdue. To pay by phone, call our toll-free number at 866-269-2906 or see the back of the payment stub for all payment options. If we shut off your water, you may have to pay the following charges to have your water turned back on: Overdue Amount \$_____; Turn-On Charge \$_____; Payments will not be accepted by our representative. It must be paid at an authorized payment location (call Aqua for the nearest payment location's address).
2. Contact Aqua during normal business hours at 877.987.2782 (Select Collections) to let us know you made a payment in full (or in full of past due amounts of the most recent payment arrangement), to make a payment arrangement, dispute an overdue bill, the grounds for termination are otherwise eliminated, or learn about **Aqua's Customer Assistance Program**. You can also contact Aqua at our address above.
3. Call 877.987.2782 during normal business hours (Select Collections) if you or someone in your home has a serious illness or a medical condition.
 - Comunicarse con Aqua al 877.987.2782 (elija "Bobranzas" - "Collectiones" en inglés) para hacernos saber que realizó el pago, o para disputar el balance atrasado. También puede comunicarse con Aqua a la dirección que aparece arriba.
 - Atención! Este es un mensaje muy importante. Si usted no lo entiende, favor de llama a 877.987.2782.

If you have questions or need more information, contact us as soon as possible at 877.987.2782. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date. To contact them, call 1.800.692.7380 or write to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265.



762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

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IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- **If we shut off your service during the winter months (between Dec. 1 - Mar. 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.
- If you are a victim of domestic violence and have a Protection From Abuse Order (PFA) or other court order that shows clear evidence of domestic violence, there are special protections available. **Call us immediately at 877.987.2782.** (You will be required to provide us with a copy of the order.)
- **If you need help to pay your bill**, you may be eligible for a payment arrangement or **debt forgiveness through Aqua's Customer Assistance Program**. Call **877.987.2782 right away** to provide us with household income and occupant information. You may be required to provide proof of your income.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 877.987.2782.
- If you have trouble understanding or speaking English or have a disability please call us at 877.987.2782 for free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose name appears on the mortgage, deed, or lease are considered "customers" and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premise.
- After all conditions have been met to have the service turned back on, it may take up to 7 days to have your service restored. Please contact us to discuss the details.
- If you need water to heat your property, please contact Aqua immediately at 877.987.2782 (and choose Collections) so we can arrange a service visit to verify that need. The company will act in accordance with the public utility laws with respect to water service shut offs.

MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition.

WE WILL NOT SHUT OFF YOUR SERVICE provided you:

A. Provide a medical certification by a licensed physician, nurse practitioner or physician's assistant.

Medical certifications must be in writing and signed by your physician, nurse practitioner or physician's assistant by fax, email or mail within three days.

AND

B. Make some equitable arrangements to pay your current bills for service.

Call **Aqua at 877.987.2782** to let us know about your medical emergency.

FAX: 610.520.2168 or toll-free at 866.780.8301

**ATTN: Collections Department
Aqua Pennsylvania, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010**

EXHIBIT F

Customer Agreement



Para acceder al documento traducido al español, visite el sitio web de Aqua en <https://www.aquawater.com/aqua-pa-lead-spanish.php>

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<https://www.aquawater.com/aqua-pa-lead-chinese.php>

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LICENSE AGREEMENT TO REPLACE THE CUSTOMER OWNED LEAD/GALVANIZED SERVICE LINE

The undersigned customer(s) or property owner(s) (the “Customer”), through this License Agreement, grants Aqua Pennsylvania, Inc. (“Aqua” or the “Company”) and its contractors and/or subcontractors a license to enter upon the Customer’s property at the service address set forth below (the “Property”) for the purpose of replacing the Customer-owned lead or galvanized service line with a new Customer-side service line and connecting the new Customer-side service line to the Company’s facilities, at no direct cost to the Customer.

Service

Address: _____

City: _____ State: _____ Zip: _____

The Customer represents that the Customer is the sole legal owner of the Property and has sole authority to agree to this License Agreement. The term of this License Agreement shall be valid until the Company or its contractor/subcontractor completes the replacement of the Customer-side service line and restoration.

The Company owns the Company-side service line from the Company’s water main to the curb stop, meter pit, or valve (as applicable) at or near the Customer’s property line. The Company, in its sole discretion has determined the location of the Company-side service line. The Company-side service line will be owned and maintained by the Company.

The Company or the Company’s contractor and/or subcontractor shall replace the Customer-owned lead or galvanized service line with a new service line of size and material determined by the Company. The Customer-owned lead or galvanized service line will be abandoned in place. The Company shall connect the new Customer-side service line to the Company’s connecting facilities and the Customer’s premises. It may be necessary for the Company or Company’s contractor to gain entry into the Customer’s premises to make the connection at the meter with the new Customer-side service line. The ownership of the new Customer-side service line will be dedicated to the Customer at the completion of the replacement. Ownership and maintenance responsibilities of the new Customer-side service line will remain with the Customer.

Following the replacement of the Customer-side service line, the Company will restore the Customer's Property as reasonably as practicable to the condition prior to the commencement of the replacement under this License Agreement. The Company warrants the workmanship and materials of the installation of the new Customer-side service line and restoration of surfaces for a period of two (2) years from the date the replacement is completed. The date the replacement is completed is the date water service is re-established to the Property.

The maximum coverage under the warranty on the workmanship and materials is limited to an amount up to Twenty Thousand Dollars (\$20,000.00) and limited to repairing or replacing the Customer-side service line if the failure was due to the workmanship and materials of the replacement, and restoration of surfaces which shall mean restoration as reasonably as practicable to the condition that existed prior to the replacement under this License Agreement. The Company shall not be liable for any damages beyond the maximum coverage of the two year warranty as described in this License Agreement. Should any repair be necessary under this warranty, the Customer grants Aqua and its contractors and/or subcontractors license to enter upon the Customer's Property to complete the repairs.

In consideration of the Company performing the Customer-side service line replacement at no direct cost to the Customer and receiving the associated warranty on workmanship and materials and restoration of surfaces as set forth above, the Customer agrees to indemnify, release and hold harmless the Company and its affiliates, agents, and contractors and/or subcontractors from and against all claims, liabilities, and costs arising from acts and omissions of the Company and/or its contractors and/or subcontractors in replacing and installing the new Customer-side service line that are outside of the associated warranty on workmanship and materials and restoration of surfaces. The Company and/or its contractors and/or subcontractors shall not be responsible for any pre-existing condition present at the Property, including, but not limited to, pre-existing conditions of the structures, other improvements, or other utility or customer service lines at the Property. The Customer specifically agrees to accept dedication of the newly installed Customer-owned portion of the service line upon completion of its installation.

PLEASE RETURN A SIGNED COPY OF THIS LICENSE AGREEMENT IN THE PRE-ADDRESSED, POSTAGE PAID, ENVELOPE TO:

**Aqua Pennsylvania, Inc.
762 W. Lancaster Ave.
Bryn Mawr, PA 19010
Attention: Water Quality Department**

Contract No.

CUSTOMER

AQUA PENNSYLVANIA, INC.

Signature: _____ Signature: _____

Printed Name: _____ Printed Name: _____

Date: _____ Title: _____

Phone: _____ Date: _____

EXHIBIT G

Customer Letter – Lead Material Identified



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Date

Address

Dear Aqua Customer,

Aqua Pennsylvania is implementing a lead line replacement program. Our records show that the service line at the above address is, or may be, comprised of lead.

The water service line serving your property includes a section of pipe from the water main to the curb (curb stop) that is “company-owned.” There is a second section of pipe extending from the curb stop to your home that is “customer-owned.” It is the property owner’s responsibility to maintain the customer-owned service line.

Aqua can replace, AT NO DIRECT COST TO YOU, your customer-owned service line from the curb line to the connection with the water meter inside your building/house. Our contractor will excavate/tunnel from the water main to your building/house and enter your building/house to disconnect the lead service line and connect the new one. The new customer-owned service line will then be turned over to you to own and maintain as a part of your property.

To move forward with this program, please call 610.645.4272. Please leave a message that you would like your lead service line replaced with your name, address, and phone number. Someone will call you back by the next business day.

Please note that refusal to replace the lead service line may result in termination of water service to the property.

We thank you in advance for your support of this program.

Sincerely,

Ann Dreyer
Supervisor, Water Quality Services

Attachments: Lead Fact Sheet

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An  Essential Utilities Company

Aqua Wants Our Customers to Be Informed*

Este documento contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Here's what you should know about lead and drinking water.

Lead is not typically found in the streams, reservoirs or wells that serve as water supplies or in the main water lines that carry water from treatment plants to homes. Yet, the chemical properties of water can cause lead and other metals to leach into drinking water. The main source of lead in drinking water is from lead service lines (the pipes that deliver water from water mains in the street and into homes) and from typical household plumbing (lead solder and brass fixtures) that contains lead. Households that have, or suspect having, lead service lines or lead in their household plumbing are strongly encouraged to replace them. The use of lead in solder was prohibited after 1986, so buildings constructed after then should not have contained lead in the solder.

How Aqua protects its customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants, and also schedules customer tap sampling and tests for lead in potential high-risk areas, to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule.

You can always view your community's test results. They are summarized in our annual water quality reports, which are produced for every water system we own and operate.

Lead Service Line Replacement Program:

Aqua can now assist customers with replacing the customer/property owner's portion of the service line if it is made of lead. Aqua's new program will allow us to work with customers, either during a main replacement project or by customer request, to replace the customer/property owner's portion of the service line if it is lead and dedicate the service line back to the customer/property owner at no direct cost to the customer/property owner.

Visit our website at <https://www.aquawater.com/lead> for more information.



Call us at
1-866-SLM-AQUA
(1-866-756-2782)
for more information.



You can find your community's
water quality report at
[AquaWater.com](https://www.aquawater.com).

More helpful information on the back 



If you are a residential customer:

You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are the property owner's (the pipe that goes from your curb to your home). When we encounter lead service lines during our maintenance and construction activities, we will seek to identify the material type of both portions (Aqua's and the property owner's) of the service line. If we find lead on Aqua's side only, Aqua will replace its portion of the service line. If we find lead on the customer/property owner's side, we will work with you to replace the customer/property owner portion. Disturbing a service line that contains lead, including the replacement of your lead service line, could result in temporary elevated lead levels in your drinking water.

If you have concerns regarding your internal plumbing, we recommend that you have a licensed plumber check the pipes that are your property. This is important to know, because household plumbing can also be a source of lead in tap water. See the section below on "what you can do" for minimizing your risk if this happens.

For more information about Aqua's Lead Program please call our call center hub at 1-866-SLM-AQUA (1-866-756-2782)



If you are a school or day care center:

You should know that the EPA has established more stringent sampling procedures for schools and day care centers. Because children often drink from fountains and faucets at school without flushing the water first, and because they are at higher risk of health effects due to exposure, for their protection, sampling is done differently at schools and day care centers.

Aqua suggests that you call the EPA's safe drinking water hotline at 800.426.4791 or email them using this URL: <https://www.epa.gov/lead/forms/lead-hotline-national-lead-information-center>. Specific information regarding schools can be found on EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/3ts-reducing-lead-drinking-water>. It's important for any testing you do to be conducted using EPA protocols, so that the results are meaningful.

The health effects of lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

If you are concerned about lead exposure:

- Contact your local health department or healthcare provider to find out how you can get your child tested for lead.
- Visit the EPA at [EPA.gov/lead](https://www.epa.gov/lead) for more information on the health effects of lead or reducing lead exposure in your home.
- Call Aqua at 877.987.2782 for information about testing your water.

What you can do:

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, below are ways you can minimize your exposure.

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Don't boil water to reduce lead. Lead dissolves more easily into hot water and boiling will concentrate the lead. Boiling water won't reduce lead.
- If you buy a water filter for lead removal, make sure it's approved to reduce lead. Contact NSF International, www.NSF.org.

*This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

EXHIBIT H

Lead Fact Sheet

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How Aqua protects its customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants, and also schedules customer tap sampling and tests for lead in potential high-risk areas, to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule.

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Visit our website at <https://www.aquawater.com/lead> for more information.



Call us at
1-866-SLM-AQUA
(1-866-756-2782)
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More helpful information on the back 



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You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are the property owner's (the pipe that goes from your curb to your home). When we encounter lead service lines during our maintenance and construction activities, we will seek to identify the material type of both portions (Aqua's and the property owner's) of the service line. If we find lead on Aqua's side only, Aqua will replace its portion of the service line. If we find lead on the customer/property owner's side, we will work with you to replace the customer/property owner portion. Disturbing a service line that contains lead, including the replacement of your lead service line, could result in temporary elevated lead levels in your drinking water.

If you have concerns regarding your internal plumbing, we recommend that you have a licensed plumber check the pipes that are your property. This is important to know, because household plumbing can also be a source of lead in tap water. See the section below on "what you can do" for minimizing your risk if this happens.

For more information about Aqua's Lead Program please call our call center hub at 1-866-SLM-AQUA (1-866-756-2782)



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Aqua suggests that you call the EPA's safe drinking water hotline at 800.426.4791 or email them using this URL: <https://www.epa.gov/lead/forms/lead-hotline-national-lead-information-center>. Specific information regarding schools can be found on EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/3ts-reducing-lead-drinking-water>. It's important for any testing you do to be conducted using EPA protocols, so that the results are meaningful.

The health effects of lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

If you are concerned about lead exposure:

- Contact your local health department or healthcare provider to find out how you can get your child tested for lead.
- Visit the EPA at [EPA.gov/lead](https://www.epa.gov/lead) for more information on the health effects of lead or reducing lead exposure in your home.
- Call Aqua at 877.987.2782 for information about testing your water.

What you can do:

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, below are ways you can minimize your exposure.

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Don't boil water to reduce lead. Lead dissolves more easily into hot water and boiling will concentrate the lead. Boiling water won't reduce lead.
- If you buy a water filter for lead removal, make sure it's approved to reduce lead. Contact NSF International, www.NSF.org.

*This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

EXHIBIT I

Lead Service Line Replacement Program Information Sheet

Customer Lead Service Line Replacement Program Information Sheet



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BACKGROUND – AQUA CUSTOMER LEAD SERVICE LINE REPLACEMENT PROGRAM

Lead is a naturally occurring metal that can cause a variety of adverse health effects. While the most common sources of lead exposure are soil, paint chips and dust, drinking water is another route of lead exposure, primarily as a result of corrosion of lead pipes and plumbing materials. The Pennsylvania General Assembly determined it is in the public interest for water utilities to assist customers in the replacement of customer-owned lead, or galvanized requiring replacement (“galvanized”), service lines throughout Pennsylvania.

The service line that provides water service to a property is made up of two parts: a Company-owned portion (which connects from the Company’s main to the curb line) and a customer-owned portion (which connects from the curb line to a customer’s structure). Customers, or property owners if the customer is not the property owner (“Customer”) are required to maintain and repair the Customer-owned portion of the service line.

Aqua Pennsylvania, Inc. (“Aqua” or the “Company”), as Receiver for the Rhodes Water Utilities, now has been granted the authority to assist Customers in replacing the Customer-owned portion of the service line if that service line is identified as lead or galvanized. The Rhodes Water Utilities include Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugar creek Water Company, Venango Water Company, and West Hickory Water Company.

CUSTOMER-OWNED LEAD SERVICE LINE REPLACEMENT PROGRAM

Under the Customer Lead Service Line Replacement Program (“Replacement Program”), Aqua will identify customer-owned service lines that are lead or galvanized, enter into an agreement with the Customer to replace the Customer-owned portion of the service line and restore the Customer’s property at no direct cost to the customer, dedicate the newly installed customer portion of the service line back to the Customer, and provide a warranty on the work completed to replace the Customer-owned lead or galvanized service line.

Aqua’s Replacement Program is made up of two parts: (1) replacements in connection with a main replacement project, and (2) replacements per Customer request not associated with a main replacement project.

Cap on Replacements Per Year

Aqua can perform up to 10 customer-owned lead or galvanized service line replacements per year in each of the Rhodes Water Utilities systems.

Customer Agreement and Replacement

In order for Aqua to complete a replacement, the Customer must enter into an agreement with Aqua to replace the Customer-owned lead or galvanized service line. Aqua cannot replace the Customer portion of a lead or galvanized service line without first entering into an agreement. The agreement provides that the Customer will give access to Aqua, or Aqua's contractor, to complete the replacement. To facilitate a smooth customer service line replacement, all property and appliances near where the service line enters the building at the exterior and interior wall must be moved by the homeowner prior to the replacement appointment. Following replacement, Aqua, or Aqua's contractor, will restore the property as reasonably as practicable to its former condition prior to the replacement of the Customer-owned lead or galvanized service line.

Dedication of Newly Installed Customer Portion of Service Line and Warranty

After the new Customer-owned portion of the service line is installed, the Customer-owned portion will be dedicated to the Customer and ownership and responsibility for repair and maintenance of the Customer-owned portion of the service line will remain with the Customer as was the case prior to the replacement. A two-year warranty on the workmanship and materials of the installation and the restoration of surfaces shall be provided.

Coordination of Replacements

Aqua will strive to group customer requested replacements within its operating divisions to create efficiencies. However, Aqua may replace a Customer's lead or galvanized service line if projects cannot be grouped together in its discretion.

Filters, Sampling and Testing

Upon identification of a customer lead or galvanized service line, Aqua will provide a National Sanitation Foundation approved water filter (pitcher or tap filter) and six months of replacement filters. At approximately 3-6 months after replacement is completed, Aqua will offer water sampling materials to Customers or residents, and if Customer or resident wants to have samples taken, Aqua will collect, test, and provide the results from those samples.

Reimbursement for Customers that Have Already Replaced a Lead or Galvanized Service Line

As part of Aqua's Replacement Program, Aqua will, subject to certain requirements discussed below, provide a reimbursement to those Customers that have replaced their Customer-owned lead or galvanized service line at their own cost within one year before or after a lead service line replacement project commencement and within one mile of the project area. If a Customer or property owner refuses or fails to accept the Company replacement of the lead or galvanized customer service line, the Customer or property owner will only be eligible for reimbursement if they replace their Customer

lead or galvanized service line at the customer or property owner's expense, within one year of the lead service line project commencement.

Reimbursement will occur for those Customers that provide documentation sufficient, in Aqua's sole discretion, to verify that the Customer replaced the Customer-owned lead or galvanized service line within one year before or after the start of a planned lead service line replacement project main replacement and as long as the Customer is within one mile of the main replacement project or focused replacement area. Customers will be eligible for reimbursement up to 125% of the average cost of Aqua's lead and galvanized replacements. Average cost used to determine reimbursement amounts during a calendar year will be based on Aqua's prior calendar year average costs for lead and galvanized service line replacements. Examples of documentation required by Aqua for a Customer to be eligible for reimbursement include, but are not limited to, detailed estimates from a licensed plumber and paid invoices or statements. A verified statement may also be submitted from the licensed plumber.

Aqua shall make reasonable best efforts to assist a Customer or property owner, if the Customer is not the property owner, through the reimbursement process and, to the extent possible, make determinations in favor of the Customer or property owner where the Customer or property owner has provided reasonable evidence of a customer lead or galvanized service line replacement to Aqua. However, the documentation provided to Aqua must be sufficient in the Aqua's opinion that a customer lead or galvanized service line replacement occurred.

Partial Replacements Prohibited

Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line. If a Customer causes a partial replacement, by replacing the Customer portion of a lead or galvanized service line without notifying Aqua, Aqua is required to terminate service until a full replacement of the lead or galvanized service line can be completed.

In addition, any Customer that refuses to allow Aqua (or its contractor) to replace the lead or galvanized service line, or refuses to employ its own licensed plumber to replace the lead or galvanized service line, will result in termination of service to the property until the entire lead or galvanized service line is replaced.

Aqua shall use Step In Rights as described in Aqua's tariff to perform a replacement if the customer or occupier of the property is not the owner, and the customer or occupier provides a medical certificate or a Protection From Abuse order (or other court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence), subject to the requirements in Aqua's tariff. Aqua may use Step In Rights where the customer or occupier is not the property owner if Aqua has attempted to contact the property owner with an offer to replace the Customer lead service line and has not received a response or the property owner cannot be identified.

CONCLUSION

Aqua recognizes the importance of removing lead from water systems across Pennsylvania both on Aqua owned and Customer-owned assets. Aqua looks forward to working with Customers to achieve this goal.

EXHIBIT J

Post-Replacement Flushing Instructions

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ESTE DOCUMENTO CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

An Important Health Notice From Aqua*



PLEASE READ THIS BEFORE USING YOUR WATER!

As part of Aqua's Customer-Owned Lead Service Line Replacement Program ("Replacement Program"), Aqua, or Aqua's contractor, replaced your customer-owned lead or galvanized service line. Before using your water please follow the flushing instructions below:

Please review and follow these very important instructions¹ to minimize your exposure to metals, such as lead, which might have been stirred up due to the service-line replacement work. Please flush all your faucets using these steps:

1



If possible, remove faucet aerators from all water faucets in the home.

4

Turn off each faucet starting with the faucets in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.

2

Beginning in the lowest level of the home, fully open the cold water faucets throughout the home.

5

Clean and reinstall any aerators you might have removed in Step 1.

3

Let the water run for at least 30 minutes at the last faucet you opened (which was on your top floor).

6

Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

¹ Based on the American Water Works Association-recommended safety procedures (awwa.org).

You might also wish to use a NSF-approved home filter for water to be used for drinking and cooking, particularly if you are pregnant or have children under the age six. Go to NSF.org for more information.

Please visit Aqua's website for more information concerning Aqua's Replacement program at www.aquawater.com/lead. Thank you for letting Aqua serve you! For questions or concerns, please contact Aqua customer service at **1-866-SLM-AQUA (1-866-756-2782)**.

EXHIBIT K

Pitcher Filter and Instruction Letter



BRITA® LONGLAST®

WATER FILTRATION SYSTEM

Longest-Lasting
Lead-Removing Filter*



10 CUP CAPACITY
10 CUP - 2.4 L (4.2 L)
MADE IN POLYMER BLENDED

1 PITCHER / 1 FILTER

REDUCES

99% OF LEAD,
Mercury, Chlorine, Benzene and More
(See back panel for details)

FILTER LASTS

6
months*

100 Gallons

*See certifications.
Approximate timing based on
100 gallons flow rate and average
home usage of 11 gallons per day.

BRITA
LONGLAST
WATER FILTRATION SYSTEM

Small Filter, Big Impact™

GREAT-TASTING WATER WITHOUT THE WASTE™

With Brita LONGLAST,® enjoy 6 months (120 gallons) of cleaner, great-tasting water. Change your filter less often and replace up to 1,800 bottles each year.*

*Standard 16.9 oz. single-use water bottles

GET TO THE GOOD STUFF — WHAT WE FILTER OUT

The Brita® Pacifica Pitcher with LONGLAST® Filter reduces the following impurities that may be in your tap water:

Heavy Metals	Lead, Mercury, Cadmium
Taste and Odor	Chlorine
Particulates	Particulate I
Pharmaceuticals	Estrone, Ibuprofen, Naproxen
Industrial Chemicals	Bisphenol A (BPA), Nonyl Phenol
Industrial Pollutants	Asbestos, Benzene

EASY SETUP

With quick setup, you can start using your Brita® today!

WASH YOUR HANDS BEFORE UNWRAPPING THE FILTER. DISCARD FIRST 3 PITCHERS OF WATER TO FLUSH OUT SYSTEM.



See User's Guide for detailed instructions. No presoak or rinse required! For best results, store the Brita® Pitcher in your refrigerator or out of direct sunlight.

GET MORE WITH BRITA®

Join now to receive custom filter replacement reminders, see the latest news and offers, earn points and claim rewards. Visit brita.com/register.

FILTER REPLACEMENT IS ESSENTIAL FOR PRODUCT TO PERFORM AS REPRESENTED.

REPLACE FILTER EVERY 120 GALLONS (ABOUT 6 MONTHS FOR THE AVERAGE FAMILY).

ES IMPORTANTE CAMBIAR LOS FILTROS PARA QUE EL PRODUCTO FUNCIONE SEGUN LO INDICADO.

CAMBIE EL FILTRO DESPUES DE CADA 120 GALONES (ALREDEDOR DE 6 MESES PARA LA FAMILIA PROMEDIO).

Pacifica Pitcher (model LONGLAST® Filter has been tested against the WQA against standards 42, 53 and 401 of the claims. Performance Data Sheet.



See below for instructions on using the Brita® pitcher filter based on Brita's User's Guide available at

<https://assets.ctfassets.net/oyntpw38l81s/4at4PbGRwEt3DzNPy3bdGS/fe99caa7b2f53863443861e5a10483d9/Shasta-Elite-User-Guide.pdf>

1. Hand wash* pitcher/dispenser, lid and reservoir. Rinse well. With clean hands, insert filter into reservoir by lining up groove in filter with ridge in reservoir. Press firmly for a tight seal.

*Do not wash in dishwasher. Do not use abrasive cleaners.

2. To set the filter life status indicator, press the STATUS button and hold it down for 6 seconds, until the green light next to ELITE™ FILTER blinks three times.

3. Open the lid and fill the reservoir with cold tap water.* Pour out the first 3 pitchers/first dispenser of water, or use to water plants.

*Hot water shouldn't be used with the Brita® Elite™ Filter (Max. 85°F/29°C – Min. 32°F/0°C).

4. To check filter life status, quickly press and release the STATUS button. When the light blinks red, you should replace your filter and reset the indicator (step 2), about every 6 months* for the average household.

*Approximate timing based on 120 gallon (454 litres) filter life and average family usage of 11 glasses per day.

Vea a continuación las instrucciones sobre cómo usar el filtro de la jarra Brita® basadas en la Guía del usuario de Brita disponibles en

<https://assets.ctfassets.net/oyntpw38l81s/4at4PbGRwEt3DzNPy3bdGS/fe99caa7b2f53863443861e5a10483d9/Shasta-Elite-User-Guide.pdf>

1. Lave a mano* la jarra/dispensador, tapa y depósito. Enjuague bien. Con las manos limpias, inserte el filtro en el depósito alineando la ranura del filtro con la muesca del depósito. Presione firmemente para un cierre hermético.

*No lave en el lavavajillas. No use limpiadores abrasivos.

2. Para activar el indicador del estado del filtro, presione el botón ESTADO (STATUS) y manténgalo apretado durante 6 segundos, hasta que la luz verde cerca del ELITE FILTER (FILTRO ELITE) titile tres veces.

3. Abra la tapa y llene el depósito con agua del grifo fría.* Vierta las 3 primeras jarras/el primer depósito de agua, o use para regar las plantas.

*No debe usar agua caliente con el filtro Elite™ de Brita® (Max. 85°F/29°C – Min. 32°F/0°C).

4. Para comprobar el estado del filtro, presione y suelte el botón ESTADO (STATUS) rápidamente. Cuando la luz titile en rojo, debe reemplazar el filtro y activar el indicador (paso 2), aproximadamente cada 6 meses* para un hogar promedio.

*El tiempo aproximado está basado en considerar que la vida del filtro es de 120 galones (454 litros) y que una familia promedio usa 11 vasos al día.

请参阅以下有关 Brita® 滤水壶的使用说明，该说明改编自 Brita 产品的用户指南，用户指南的网址为

<https://assets.ctfassets.net/oyntpw38l81s/4at4PbGRwEt3DzNPy3bdGS/fe99caa7b2f53863443861e5a10483d9/Shasta-Elite-User-Guide.pdf>

1. 用手清洗*滤水壶/配器、盖子和储水器。冲洗干净。用干净的那只手将过滤器插入储水器，将过滤器的凹槽与储水器中的凸起脊对齐。用力按压至密封。

*不要用洗碗机清洗。不要使用研磨性清洁剂。

2. 如果想设置过滤器使用寿命状态指示器，请按下“STATUS”按钮并持续按 6 秒钟，直到看见“ELITE FILTER”旁边的绿灯闪烁三次。

3. 打开盖子，在储水器内灌满冷自来水。*倒掉前三滤水壶/前一配器内的水，或用这些水浇灌植物。

*Brita® Elite™ 过滤器不能用来过滤热水（水温范围：最高 85 华氏度/29 摄氏度 - 最低 32 华氏度/0 摄氏度）。

4. 如果想检查过滤器使用寿命状态，请快速按下并放开 STATUS 按钮。当指示灯闪光为红色时，您应该更换过滤器并重新设置指示器（步骤 2），对于普通家庭来说，大约每 6 个月*需更换一次。

*大致的使用寿命时限，根据过滤器使用寿命时限内最多过滤 120 加仑（454 升）的水量及一个家庭平均每天使用 11 杯的水量来估算。

Im Folgenden finden Sie eine Anleitung zur Verwendung des Brita®-Kannenfilters, die auf der Brita-Bedienungsanleitung basiert, die Sie unter

<https://assets.ctfassets.net/oyntpw38l81s/4at4PbGRwEt3DzNPy3bdGS/fe99caa7b2f53863443861e5a10483d9/Shasta-Elite-User-Guide.pdf> finden.

1. Von Hand abwaschen* Krug/Spender, Deckel und Behälter. Gut ausspülen. Setzen Sie den Filter mit sauberen Händen in den Behälter ein, wobei Sie die Rille im Filter mit der Kante im Behälter ausrichten. Drücken Sie sie fest an, um sie dicht zu verschließen.

*Nicht in der Spülmaschine waschen. Verwenden Sie keine Scheuermittel.

2. Um die Filterlebensdaueranzeige einzustellen, drücken Sie die Taste STATUS und halten Sie sie 6 Sekunden lang gedrückt, bis die grüne Lampe neben ELITE FILTER dreimal blinkt.

3. Öffnen Sie den Deckel und füllen Sie den Behälter mit kaltem Leitungswasser.* Gießen Sie die ersten 3 Kannen/den ersten Wasserspender aus, oder verwenden Sie ihn zum Gießen von Pflanzen.

*Heißes Wasser sollte nicht mit dem Brita® Elite™ Filter verwendet werden (Max. 85°F/29°C – Min. 32°F/0°C).

4. Um den Status der Filterlebensdauer zu überprüfen, drücken Sie kurz auf die STATUS-Taste und lassen Sie sie wieder los. Wenn die Anzeige blinkt, sollten Sie den Filter austauschen und die Anzeige zurücksetzen (Schritt 2), was in einem durchschnittlichen Haushalt etwa alle 6 Monate* geschieht.

*Der ungefähre Zeitplan basiert auf einer Lebensdauer des Filters von 454 Litern und einem durchschnittlichen Familienverbrauch von 11 Gläsern pro Tag.

EXHIBIT L

Lead Service Line Replacement Close Out
Letter



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[DATE]

Dear Customer:

Our records show that your service line has been replaced in the last three to six months. As detailed in the Customer Lead/Galvanized Service Line Replacement License Agreement, the Company has dedicated the newly installed customer-owned portion of the service line back to you and you are responsible for that service line as of the date of completion of the installation. Your warranty on the workmanship and materials of the newly installed Customer-side service line and restoration of the surfaces is for 24 months from the date the replacement was completed.

If you would like Aqua to sample the water at your premise, please contact Aqua at 610.645.4272. Aqua will provide sampling bottles and instructions for taking the samples as well as contact information for Aqua to arrange retrieval of the samples.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing in older homes. Aqua is responsible for providing high-quality drinking water to your home but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by running your water for a few minutes or until it becomes cold before using it for drinking or cooking.

Call me at 610.645.4234 if you have any questions.

Sincerely,

Ann Dreyer
Supervisor, Water Quality Services

EXHIBIT M

5th Liter Sampling Instructions

Aqua Pennsylvania
Sampling Instructions for Special Lead Analysis
For homes that had their Lead or Galvanized Service Line
Replaced

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Thank you for agreeing to collect samples following your lead/galvanized service line replacement. We recognize these instructions can be confusing. If you have any questions about the sampling protocol, please call us at 610.645.4272.

Please complete the back of these instructions with information on your home and when you collected the samples.

Sample Bottles – Five 1 Liter plastic bottles will be dropped off from Aqua Pennsylvania’s Bryn Mawr Lab. These bottles are specifically designed for lead and copper analyses.

Sample Location – Please sample from a kitchen or bathroom cold-water faucet. The water going to that faucet should not have any treatment such as a filter or a water softener. If you do have a treatment system, note that on the form. Each of the 5 bottles must be collected from the same faucet.

Sampling Procedure – Do not use any water in your house for a minimum of six (6) hours prior to sampling. We recommend sampling either early mornings or evenings upon returning home. Be sure to use a kitchen or bathroom cold water tap that has been used for drinking water consumption in the past few days. Do not intentionally flush the water line before the start of the 6-hour period. Do not remove the aerator prior to sampling.

A series of five samples will be collected. We suggest that you line up the bottles by number (1 through 5) and remove the caps.

Sample #1 (first draw): Place the opened sample bottle below the faucet and open the cold water tap as you would to fill a glass of water. Fill the sample bottle to the line marked “1000-ml” **without allowing any water to run into the sink and keep running the water.**

After sample # 1 has been filled, quickly place bottle # 2 under the faucet. Fill each bottle in order (1 through 5) while the water continues to flow from the faucet. After each of the 5 bottles has been filled, replace the caps, tighten the caps, and place the bottles back in the bags.

If any plumbing repairs or replacements have been done in the home within the last three years, please note this on the form.

After the samples have been collected, please call 610.645.4272 Monday through Friday so that a driver can be notified to pick up samples. If you are leaving a message on our voicemail, please leave your name, address, and number where you can be reached. Place samples bottles outside the front door for pick-up (if it is more appropriate to leave somewhere other than front door, please specify that when calling).

Results / Questions - The results from your samples and information about lead will be provided to you as soon as practical but no later than 30 days. However, if elevated lead levels are found, prompt notification will be provided within two working days after results are made available. Call 610.645.4272 if you have any questions regarding these instructions.

In order to process the samples, it is important that the resident complete this form and return with the 5 bottles.

Do you have a water softener or treatment system? Y / N

If so, was your softener or treatment bypassed when you took the samples? Y / N

Have you had any plumbing repairs or replacement in the last 3 years? Y/N If Yes, Explain:

Sample Location and faucet (i.e., kitchen sink) _____

Water was last used: Time: _____ Date: _____

Series of five water samples:

- Sample #1 was collected: Time: _____ Date: _____
- Sample #5 was collected: Time: _____ Date: _____

I have read the instructions and have taken the 5 tap samples in accordance with these instructions.

Signature

Date: _____

Name:

Phone number:

Address:

Mailing Address (if different):

EXHIBIT N

5th Liter Sample Results Letter



An Essential Utilities Company

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DATE

Name
Address

Dear [NAME] :

Below are the lead results for the water samples you collected from your property, following the 5th Liter sampling protocol instructions provided to you, on DATE.

	<i>1st Liter</i>	<i>5th Liter</i>
LEAD RESULT	ug/L	ug/L

ug/L = Micrograms per Liter or parts per billion
N.D. = Not Detected

The “Action Level” for lead in drinking water is 15 ug/L. “Action Level” is defined as the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Maximum Contaminant Level Goal (MCLG) is 0 ug/L. “MCLG” is defined as the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing in older homes. Aqua is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for a period of time it takes to bring in fresh water before using it for drinking or cooking.

The water supplied to this area meets all the National Primary Drinking Water Standards.

I have included an additional fact sheet on lead in drinking water for your information. Call me at 610.645.4234 if you have any questions.

Sincerely,

Ann Dreyer
Supervisor, Water Quality Services

EXHIBIT 01

Letter Provided If Customer Refuses Or
Does Not Respond To Requests For Aqua
To Access The Meter To Review The
Customer Service Line Material



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Date

Name
Address

Dear Customer:

In connection with Aqua's Lead Service Line Replacement Program, Aqua has attempted to contact you to identify your service line material to determine if your service line is lead or galvanized requiring replacement. You have either refused to allow Aqua to access your property or Aqua has not received a response from you.

Regarding access to identify service line material, Aqua must be allowed to identify the service line material that connects with Aqua's meter. Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line (see 52 Pa. Code § 65.62). Since your service line material is not known, in accordance with PUC regulations Aqua is required to terminate service to your premise if permission is not granted to identify the service line material.

To avoid termination of service, please contact Aqua's Water Quality Department at 610.645.4234 to set up an appointment and to receive further information for Aqua or its representatives to identify your service line material.

Sincerely,

A handwritten signature in blue ink that reads "Michael Fili".

Michael Fili, Vice President
Capital Planning, Design & Construction
Aqua Pennsylvania, Inc.

Attachments: Lead Fact Sheet
Aqua Lead Service Line Replacement Program Information Sheet

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An  Essential Utilities Company

Aqua Wants Our Customers to Be Informed*

Este documento contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Here's what you should know about lead and drinking water.

Lead is not typically found in the streams, reservoirs or wells that serve as water supplies or in the main water lines that carry water from treatment plants to homes. Yet, the chemical properties of water can cause lead and other metals to leach into drinking water. The main source of lead in drinking water is from lead service lines (the pipes that deliver water from water mains in the street and into homes) and from typical household plumbing (lead solder and brass fixtures) that contains lead. Households that have, or suspect having, lead service lines or lead in their household plumbing are strongly encouraged to replace them. The use of lead in solder was prohibited after 1986, so buildings constructed after then should not have contained lead in the solder.

How Aqua protects its customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants, and also schedules customer tap sampling and tests for lead in potential high-risk areas, to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule.

You can always view your community's test results. They are summarized in our annual water quality reports, which are produced for every water system we own and operate.

Lead Service Line Replacement Program:

Aqua can now assist customers with replacing the customer/property owner's portion of the service line if it is made of lead. Aqua's new program will allow us to work with customers, either during a main replacement project or by customer request, to replace the customer/property owner's portion of the service line if it is lead and dedicate the service line back to the customer/property owner at no direct cost to the customer/property owner.

Visit our website at <https://www.aquawater.com/lead> for more information.



Call us at
1-866-SLM-AQUA
(1-866-756-2782)
for more information.



You can find your community's
water quality report at
[AquaWater.com](https://www.aquawater.com).

More helpful information on the back 



If you are a residential customer:

You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are the property owner's (the pipe that goes from your curb to your home). When we encounter lead service lines during our maintenance and construction activities, we will seek to identify the material type of both portions (Aqua's and the property owner's) of the service line. If we find lead on Aqua's side only, Aqua will replace its portion of the service line. If we find lead on the customer/property owner's side, we will work with you to replace the customer/property owner portion. Disturbing a service line that contains lead, including the replacement of your lead service line, could result in temporary elevated lead levels in your drinking water.

If you have concerns regarding your internal plumbing, we recommend that you have a licensed plumber check the pipes that are your property. This is important to know, because household plumbing can also be a source of lead in tap water. See the section below on "what you can do" for minimizing your risk if this happens.

For more information about Aqua's Lead Program please call our call center hub at 1-866-SLM-AQUA (1-866-756-2782)



If you are a school or day care center:

You should know that the EPA has established more stringent sampling procedures for schools and day care centers. Because children often drink from fountains and faucets at school without flushing the water first, and because they are at higher risk of health effects due to exposure, for their protection, sampling is done differently at schools and day care centers.

Aqua suggests that you call the EPA's safe drinking water hotline at 800.426.4791 or email them using this URL: <https://www.epa.gov/lead/forms/lead-hotline-national-lead-information-center>. Specific information regarding schools can be found on EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/3ts-reducing-lead-drinking-water>. It's important for any testing you do to be conducted using EPA protocols, so that the results are meaningful.

The health effects of lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

If you are concerned about lead exposure:

- Contact your local health department or healthcare provider to find out how you can get your child tested for lead.
- Visit the EPA at [EPA.gov/lead](https://www.epa.gov/lead) for more information on the health effects of lead or reducing lead exposure in your home.
- Call Aqua at 877.987.2782 for information about testing your water.

What you can do:

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, below are ways you can minimize your exposure.

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Don't boil water to reduce lead. Lead dissolves more easily into hot water and boiling will concentrate the lead. Boiling water won't reduce lead.
- If you buy a water filter for lead removal, make sure it's approved to reduce lead. Contact NSF International, www.NSF.org.

*This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

Customer Lead Service Line Replacement Program Information Sheet



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BACKGROUND – AQUA CUSTOMER LEAD SERVICE LINE REPLACEMENT PROGRAM

Lead is a naturally occurring metal that can cause a variety of adverse health effects. While the most common sources of lead exposure are soil, paint chips and dust, drinking water is another route of lead exposure, primarily as a result of corrosion of lead pipes and plumbing materials. The Pennsylvania General Assembly determined it is in the public interest for water utilities to assist customers in the replacement of customer-owned lead, or galvanized requiring replacement (“galvanized”), service lines throughout Pennsylvania.

The service line that provides water service to a property is made up of two parts: a Company-owned portion (which connects from the Company’s main to the curb line) and a customer-owned portion (which connects from the curb line to a customer’s structure). Customers, or property owners if the customer is not the property owner (“Customer”) are required to maintain and repair the Customer-owned portion of the service line.

Aqua Pennsylvania, Inc. (“Aqua” or the “Company”), as Receiver for the Rhodes Water Utilities, now has been granted the authority to assist Customers in replacing the Customer-owned portion of the service line if that service line is identified as lead or galvanized. The Rhodes Water Utilities include Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugar creek Water Company, Venango Water Company, and West Hickory Water Company.

CUSTOMER-OWNED LEAD SERVICE LINE REPLACEMENT PROGRAM

Under the Customer Lead Service Line Replacement Program (“Replacement Program”), Aqua will identify customer-owned service lines that are lead or galvanized, enter into an agreement with the Customer to replace the Customer-owned portion of the service line and restore the Customer’s property at no direct cost to the customer, dedicate the newly installed customer portion of the service line back to the Customer, and provide a warranty on the work completed to replace the Customer-owned lead or galvanized service line.

Aqua’s Replacement Program is made up of two parts: (1) replacements in connection with a main replacement project, and (2) replacements per Customer request not associated with a main replacement project.

Cap on Replacements Per Year

Aqua can perform up to 10 customer-owned lead or galvanized service line replacements per year in each of the Rhodes Water Utilities systems.

Customer Agreement and Replacement

In order for Aqua to complete a replacement, the Customer must enter into an agreement with Aqua to replace the Customer-owned lead or galvanized service line. Aqua cannot replace the Customer portion of a lead or galvanized service line without first entering into an agreement. The agreement provides that the Customer will give access to Aqua, or Aqua's contractor, to complete the replacement. To facilitate a smooth customer service line replacement, all property and appliances near where the service line enters the building at the exterior and interior wall must be moved by the homeowner prior to the replacement appointment. Following replacement, Aqua, or Aqua's contractor, will restore the property as reasonably as practicable to its former condition prior to the replacement of the Customer-owned lead or galvanized service line.

Dedication of Newly Installed Customer Portion of Service Line and Warranty

After the new Customer-owned portion of the service line is installed, the Customer-owned portion will be dedicated to the Customer and ownership and responsibility for repair and maintenance of the Customer-owned portion of the service line will remain with the Customer as was the case prior to the replacement. A two-year warranty on the workmanship and materials of the installation and the restoration of surfaces shall be provided.

Coordination of Replacements

Aqua will strive to group customer requested replacements within its operating divisions to create efficiencies. However, Aqua may replace a Customer's lead or galvanized service line if projects cannot be grouped together in its discretion.

Filters, Sampling and Testing

Upon identification of a customer lead or galvanized service line, Aqua will provide a National Sanitation Foundation approved water filter (pitcher or tap filter) and six months of replacement filters. At approximately 3-6 months after replacement is completed, Aqua will offer water sampling materials to Customers or residents, and if Customer or resident wants to have samples taken, Aqua will collect, test, and provide the results from those samples.

Reimbursement for Customers that Have Already Replaced a Lead or Galvanized Service Line

As part of Aqua's Replacement Program, Aqua will, subject to certain requirements discussed below, provide a reimbursement to those Customers that have replaced their Customer-owned lead or galvanized service line at their own cost within one year before or after a lead service line replacement project commencement and within one mile of the project area. If a Customer or property owner refuses or fails to accept the Company replacement of the lead or galvanized customer service line, the Customer or property owner will only be eligible for reimbursement if they replace their Customer

lead or galvanized service line at the customer or property owner's expense, within one year of the lead service line project commencement.

Reimbursement will occur for those Customers that provide documentation sufficient, in Aqua's sole discretion, to verify that the Customer replaced the Customer-owned lead or galvanized service line within one year before or after the start of a planned lead service line replacement project main replacement and as long as the Customer is within one mile of the main replacement project or focused replacement area. Customers will be eligible for reimbursement up to 125% of the average cost of Aqua's lead and galvanized replacements. Average cost used to determine reimbursement amounts during a calendar year will be based on Aqua's prior calendar year average costs for lead and galvanized service line replacements. Examples of documentation required by Aqua for a Customer to be eligible for reimbursement include, but are not limited to, detailed estimates from a licensed plumber and paid invoices or statements. A verified statement may also be submitted from the licensed plumber.

Aqua shall make reasonable best efforts to assist a Customer or property owner, if the Customer is not the property owner, through the reimbursement process and, to the extent possible, make determinations in favor of the Customer or property owner where the Customer or property owner has provided reasonable evidence of a customer lead or galvanized service line replacement to Aqua. However, the documentation provided to Aqua must be sufficient in the Aqua's opinion that a customer lead or galvanized service line replacement occurred.

Partial Replacements Prohibited

Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line. If a Customer causes a partial replacement, by replacing the Customer portion of a lead or galvanized service line without notifying Aqua, Aqua is required to terminate service until a full replacement of the lead or galvanized service line can be completed.

In addition, any Customer that refuses to allow Aqua (or its contractor) to replace the lead or galvanized service line, or refuses to employ its own licensed plumber to replace the lead or galvanized service line, will result in termination of service to the property until the entire lead or galvanized service line is replaced.

Aqua shall use Step In Rights as described in Aqua's tariff to perform a replacement if the customer or occupier of the property is not the owner, and the customer or occupier provides a medical certificate or a Protection From Abuse order (or other court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence), subject to the requirements in Aqua's tariff. Aqua may use Step In Rights where the customer or occupier is not the property owner if Aqua has attempted to contact the property owner with an offer to replace the Customer lead service line and has not received a response or the property owner cannot be identified.

CONCLUSION

Aqua recognizes the importance of removing lead from water systems across Pennsylvania both on Aqua owned and Customer-owned assets. Aqua looks forward to working with Customers to achieve this goal.

EXHIBIT 02

Letter Provided If The Customer Has An Identified COLSL And Refuses Or Does Not Respond To Requests To Replace The COLSL In Connection With A Main Replacement Project Or Where Aqua Is Replacing The Utility Side Service Line



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<https://www.aquawater.com/aqua-pa-lead-chinese.php>

Die deutsche Übersetzung dieses Dokuments finden Sie auf der Website von Aqua unter <https://www.aquawater.com/aqua-pa-lead-german.php>

Date

Name
Address

Dear Customer:

In connection with Aqua's Lead Service Line Replacement Program, your customer-owned service line has been determined to be lead or galvanized requiring replacement and either you have refused to allow Aqua to replace the service line or Aqua has not received a response from you regarding the replacement of your service line.

In accordance with PUC regulations Aqua is required to terminate service to your premise as Aqua will be replacing the Company-owned side of the service line. Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line (see 52 Pa. Code § 65.62).

To avoid termination of service, please contact Aqua's Water Quality Department at 610.645.4234 to set up an appointment and to receive further information for Aqua or its representatives to replace your lead or galvanized service line.

Sincerely,

A handwritten signature in blue ink that reads "Michael Fili".

Michael Fili, Vice President
Capital Planning, Design & Construction
Aqua Pennsylvania, Inc.

Attachments: Lead Fact Sheet
Aqua Lead Service Line Replacement Program Information Sheet

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An  Essential Utilities Company

Aqua Wants Our Customers to Be Informed*

Este documento contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Here's what you should know about lead and drinking water.

Lead is not typically found in the streams, reservoirs or wells that serve as water supplies or in the main water lines that carry water from treatment plants to homes. Yet, the chemical properties of water can cause lead and other metals to leach into drinking water. The main source of lead in drinking water is from lead service lines (the pipes that deliver water from water mains in the street and into homes) and from typical household plumbing (lead solder and brass fixtures) that contains lead. Households that have, or suspect having, lead service lines or lead in their household plumbing are strongly encouraged to replace them. The use of lead in solder was prohibited after 1986, so buildings constructed after then should not have contained lead in the solder.

How Aqua protects its customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants, and also schedules customer tap sampling and tests for lead in potential high-risk areas, to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule.

You can always view your community's test results. They are summarized in our annual water quality reports, which are produced for every water system we own and operate.

Lead Service Line Replacement Program:

Aqua can now assist customers with replacing the customer/property owner's portion of the service line if it is made of lead. Aqua's new program will allow us to work with customers, either during a main replacement project or by customer request, to replace the customer/property owner's portion of the service line if it is lead and dedicate the service line back to the customer/property owner at no direct cost to the customer/property owner.

Visit our website at <https://www.aquawater.com/lead> for more information.



Call us at
1-866-SLM-AQUA
(1-866-756-2782)
for more information.



You can find your community's
water quality report at
[AquaWater.com](https://www.aquawater.com).

More helpful information on the back 



If you are a residential customer:

You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are the property owner's (the pipe that goes from your curb to your home). When we encounter lead service lines during our maintenance and construction activities, we will seek to identify the material type of both portions (Aqua's and the property owner's) of the service line. If we find lead on Aqua's side only, Aqua will replace its portion of the service line. If we find lead on the customer/property owner's side, we will work with you to replace the customer/property owner portion. Disturbing a service line that contains lead, including the replacement of your lead service line, could result in temporary elevated lead levels in your drinking water.

If you have concerns regarding your internal plumbing, we recommend that you have a licensed plumber check the pipes that are your property. This is important to know, because household plumbing can also be a source of lead in tap water. See the section below on "what you can do" for minimizing your risk if this happens.

For more information about Aqua's Lead Program please call our call center hub at 1-866-SLM-AQUA (1-866-756-2782)



If you are a school or day care center:

You should know that the EPA has established more stringent sampling procedures for schools and day care centers. Because children often drink from fountains and faucets at school without flushing the water first, and because they are at higher risk of health effects due to exposure, for their protection, sampling is done differently at schools and day care centers.

Aqua suggests that you call the EPA's safe drinking water hotline at 800.426.4791 or email them using this URL: <https://www.epa.gov/lead/forms/lead-hotline-national-lead-information-center>. Specific information regarding schools can be found on EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/3ts-reducing-lead-drinking-water>. It's important for any testing you do to be conducted using EPA protocols, so that the results are meaningful.

The health effects of lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

If you are concerned about lead exposure:

- Contact your local health department or healthcare provider to find out how you can get your child tested for lead.
- Visit the EPA at [EPA.gov/lead](https://www.epa.gov/lead) for more information on the health effects of lead or reducing lead exposure in your home.
- Call Aqua at 877.987.2782 for information about testing your water.

What you can do:

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, below are ways you can minimize your exposure.

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Don't boil water to reduce lead. Lead dissolves more easily into hot water and boiling will concentrate the lead. Boiling water won't reduce lead.
- If you buy a water filter for lead removal, make sure it's approved to reduce lead. Contact NSF International, www.NSF.org.

*This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

Customer Lead Service Line Replacement Program Information Sheet



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BACKGROUND – AQUA CUSTOMER LEAD SERVICE LINE REPLACEMENT PROGRAM

Lead is a naturally occurring metal that can cause a variety of adverse health effects. While the most common sources of lead exposure are soil, paint chips and dust, drinking water is another route of lead exposure, primarily as a result of corrosion of lead pipes and plumbing materials. The Pennsylvania General Assembly determined it is in the public interest for water utilities to assist customers in the replacement of customer-owned lead, or galvanized requiring replacement (“galvanized”), service lines throughout Pennsylvania.

The service line that provides water service to a property is made up of two parts: a Company-owned portion (which connects from the Company’s main to the curb line) and a customer-owned portion (which connects from the curb line to a customer’s structure). Customers, or property owners if the customer is not the property owner (“Customer”) are required to maintain and repair the Customer-owned portion of the service line.

Aqua Pennsylvania, Inc. (“Aqua” or the “Company”), as Receiver for the Rhodes Water Utilities, now has been granted the authority to assist Customers in replacing the Customer-owned portion of the service line if that service line is identified as lead or galvanized. The Rhodes Water Utilities include Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugar creek Water Company, Venango Water Company, and West Hickory Water Company.

CUSTOMER-OWNED LEAD SERVICE LINE REPLACEMENT PROGRAM

Under the Customer Lead Service Line Replacement Program (“Replacement Program”), Aqua will identify customer-owned service lines that are lead or galvanized, enter into an agreement with the Customer to replace the Customer-owned portion of the service line and restore the Customer’s property at no direct cost to the customer, dedicate the newly installed customer portion of the service line back to the Customer, and provide a warranty on the work completed to replace the Customer-owned lead or galvanized service line.

Aqua’s Replacement Program is made up of two parts: (1) replacements in connection with a main replacement project, and (2) replacements per Customer request not associated with a main replacement project.

Cap on Replacements Per Year

Aqua can perform up to 10 customer-owned lead or galvanized service line replacements per year in each of the Rhodes Water Utilities systems.

Customer Agreement and Replacement

In order for Aqua to complete a replacement, the Customer must enter into an agreement with Aqua to replace the Customer-owned lead or galvanized service line. Aqua cannot replace the Customer portion of a lead or galvanized service line without first entering into an agreement. The agreement provides that the Customer will give access to Aqua, or Aqua's contractor, to complete the replacement. To facilitate a smooth customer service line replacement, all property and appliances near where the service line enters the building at the exterior and interior wall must be moved by the homeowner prior to the replacement appointment. Following replacement, Aqua, or Aqua's contractor, will restore the property as reasonably as practicable to its former condition prior to the replacement of the Customer-owned lead or galvanized service line.

Dedication of Newly Installed Customer Portion of Service Line and Warranty

After the new Customer-owned portion of the service line is installed, the Customer-owned portion will be dedicated to the Customer and ownership and responsibility for repair and maintenance of the Customer-owned portion of the service line will remain with the Customer as was the case prior to the replacement. A two-year warranty on the workmanship and materials of the installation and the restoration of surfaces shall be provided.

Coordination of Replacements

Aqua will strive to group customer requested replacements within its operating divisions to create efficiencies. However, Aqua may replace a Customer's lead or galvanized service line if projects cannot be grouped together in its discretion.

Filters, Sampling and Testing

Upon identification of a customer lead or galvanized service line, Aqua will provide a National Sanitation Foundation approved water filter (pitcher or tap filter) and six months of replacement filters. At approximately 3-6 months after replacement is completed, Aqua will offer water sampling materials to Customers or residents, and if Customer or resident wants to have samples taken, Aqua will collect, test, and provide the results from those samples.

Reimbursement for Customers that Have Already Replaced a Lead or Galvanized Service Line

As part of Aqua's Replacement Program, Aqua will, subject to certain requirements discussed below, provide a reimbursement to those Customers that have replaced their Customer-owned lead or galvanized service line at their own cost within one year before or after a lead service line replacement project commencement and within one mile of the project area. If a Customer or property owner refuses or fails to accept the Company replacement of the lead or galvanized customer service line, the Customer or property owner will only be eligible for reimbursement if they replace their Customer

lead or galvanized service line at the customer or property owner's expense, within one year of the lead service line project commencement.

Reimbursement will occur for those Customers that provide documentation sufficient, in Aqua's sole discretion, to verify that the Customer replaced the Customer-owned lead or galvanized service line within one year before or after the start of a planned lead service line replacement project main replacement and as long as the Customer is within one mile of the main replacement project or focused replacement area. Customers will be eligible for reimbursement up to 125% of the average cost of Aqua's lead and galvanized replacements. Average cost used to determine reimbursement amounts during a calendar year will be based on Aqua's prior calendar year average costs for lead and galvanized service line replacements. Examples of documentation required by Aqua for a Customer to be eligible for reimbursement include, but are not limited to, detailed estimates from a licensed plumber and paid invoices or statements. A verified statement may also be submitted from the licensed plumber.

Aqua shall make reasonable best efforts to assist a Customer or property owner, if the Customer is not the property owner, through the reimbursement process and, to the extent possible, make determinations in favor of the Customer or property owner where the Customer or property owner has provided reasonable evidence of a customer lead or galvanized service line replacement to Aqua. However, the documentation provided to Aqua must be sufficient in the Aqua's opinion that a customer lead or galvanized service line replacement occurred.

Partial Replacements Prohibited

Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line. If a Customer causes a partial replacement, by replacing the Customer portion of a lead or galvanized service line without notifying Aqua, Aqua is required to terminate service until a full replacement of the lead or galvanized service line can be completed.

In addition, any Customer that refuses to allow Aqua (or its contractor) to replace the lead or galvanized service line, or refuses to employ its own licensed plumber to replace the lead or galvanized service line, will result in termination of service to the property until the entire lead or galvanized service line is replaced.

Aqua shall use Step In Rights as described in Aqua's tariff to perform a replacement if the customer or occupier of the property is not the owner, and the customer or occupier provides a medical certificate or a Protection From Abuse order (or other court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence), subject to the requirements in Aqua's tariff. Aqua may use Step In Rights where the customer or occupier is not the property owner if Aqua has attempted to contact the property owner with an offer to replace the Customer lead service line and has not received a response or the property owner cannot be identified.

CONCLUSION

Aqua recognizes the importance of removing lead from water systems across Pennsylvania both on Aqua owned and Customer-owned assets. Aqua looks forward to working with Customers to achieve this goal.

EXHIBIT 03

Letter provided where the customer refuses or does not respond to requests to replace the COLSL that are not connected to a main replacement project or a Utility side service line replacement



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Die deutsche Übersetzung dieses Dokuments finden Sie auf der Website von Aqua unter <https://www.aquawater.com/aqua-pa-lead-german.php>

Date

Name
Address

Dear Customer:

In connection with Aqua’s Lead Service Line Replacement (“LSLR”) Program, your service line has been determined to be lead or galvanized requiring replacement and either you have refused to allow Aqua to replace the service line or Aqua has not received a response from you regarding the replacement of your service line. You are now categorized as a refusal under Aqua’s Lead Service Line Replacement Program. You will continue to receive annual notification of your lead or galvanized service line until the service is replaced.

As your property is not associated with a current main replacement project or the replacement of Aqua’s portion of the service line, Aqua continues to encourage you to contact Aqua to allow for the replacement of your lead or galvanized service line. Please be aware that customers/property owners that replace their lead or galvanized service lines at their own expense may be eligible for reimbursement if the replacement was within a 1-mile radius of an LSLR Project and within 1 year of the of the LSLR Project Commencement. If you replace your service line at your own expense more than 1 year after the LSLR Project Commencement, you will not be eligible for reimbursement. Please note that the reimbursement Aqua may provide may not be the full amount of the cost you incurred to replace your service line at your own expense. Please review the Lead Service Line Replacement Program Information Sheet for more information.

Please contact Aqua’s Water Quality Department at 610.645.4234 to set up an appointment and receive further information for Aqua or its representatives to replace your lead or galvanized service line.

Sincerely,

Michael Fili, Vice President
Capital Planning, Design & Construction
Aqua Pennsylvania, Inc.

Attachments: Lead Fact Sheet
Aqua Lead Service Line Replacement Program Information Sheet

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An  Essential Utilities Company

Aqua Wants Our Customers to Be Informed*

Este documento contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Here's what you should know about lead and drinking water.

Lead is not typically found in the streams, reservoirs or wells that serve as water supplies or in the main water lines that carry water from treatment plants to homes. Yet, the chemical properties of water can cause lead and other metals to leach into drinking water. The main source of lead in drinking water is from lead service lines (the pipes that deliver water from water mains in the street and into homes) and from typical household plumbing (lead solder and brass fixtures) that contains lead. Households that have, or suspect having, lead service lines or lead in their household plumbing are strongly encouraged to replace them. The use of lead in solder was prohibited after 1986, so buildings constructed after then should not have contained lead in the solder.

How Aqua protects its customers:

Water utilities, including Aqua, treat drinking water to reduce the chance for metals to leach into the water. Aqua conducts required testing for drinking water contaminants, including lead and copper, to ensure compliance with state and federal drinking water standards. Aqua tests the water at our treatment plants, and also schedules customer tap sampling and tests for lead in potential high-risk areas, to comply with the U.S. Environmental Protection Agency's (EPA) lead and copper rule.

You can always view your community's test results. They are summarized in our annual water quality reports, which are produced for every water system we own and operate.

Lead Service Line Replacement Program:

Aqua can now assist customers with replacing the customer/property owner's portion of the service line if it is made of lead. Aqua's new program will allow us to work with customers, either during a main replacement project or by customer request, to replace the customer/property owner's portion of the service line if it is lead and dedicate the service line back to the customer/property owner at no direct cost to the customer/property owner.

Visit our website at <https://www.aquawater.com/lead> for more information.



Call us at
1-866-SLM-AQUA
(1-866-756-2782)
for more information.



You can find your community's
water quality report at
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More helpful information on the back 



If you are a residential customer:

You should know that there are parts of the service line bringing water to your home that are Aqua's property (the pipe that goes from our water main in the street to your curb) and parts of the service line that are the property owner's (the pipe that goes from your curb to your home). When we encounter lead service lines during our maintenance and construction activities, we will seek to identify the material type of both portions (Aqua's and the property owner's) of the service line. If we find lead on Aqua's side only, Aqua will replace its portion of the service line. If we find lead on the customer/property owner's side, we will work with you to replace the customer/property owner portion. Disturbing a service line that contains lead, including the replacement of your lead service line, could result in temporary elevated lead levels in your drinking water.

If you have concerns regarding your internal plumbing, we recommend that you have a licensed plumber check the pipes that are your property. This is important to know, because household plumbing can also be a source of lead in tap water. See the section below on "what you can do" for minimizing your risk if this happens.

For more information about Aqua's Lead Program please call our call center hub at 1-866-SLM-AQUA (1-866-756-2782)



If you are a school or day care center:

You should know that the EPA has established more stringent sampling procedures for schools and day care centers. Because children often drink from fountains and faucets at school without flushing the water first, and because they are at higher risk of health effects due to exposure, for their protection, sampling is done differently at schools and day care centers.

Aqua suggests that you call the EPA's safe drinking water hotline at 800.426.4791 or email them using this URL: <https://www.epa.gov/lead/forms/lead-hotline-national-lead-information-center>. Specific information regarding schools can be found on EPA's website at <https://www.epa.gov/ground-water-and-drinking-water/3ts-reducing-lead-drinking-water>. It's important for any testing you do to be conducted using EPA protocols, so that the results are meaningful.

The health effects of lead:

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

If you are concerned about lead exposure:

- Contact your local health department or healthcare provider to find out how you can get your child tested for lead.
- Visit the EPA at [EPA.gov/lead](https://www.epa.gov/lead) for more information on the health effects of lead or reducing lead exposure in your home.
- Call Aqua at 877.987.2782 for information about testing your water.

What you can do:

If your home's water shows elevated levels of lead, or if you are concerned about the potential of lead in your water, below are ways you can minimize your exposure.

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Don't boil water to reduce lead. Lead dissolves more easily into hot water and boiling will concentrate the lead. Boiling water won't reduce lead.
- If you buy a water filter for lead removal, make sure it's approved to reduce lead. Contact NSF International, www.NSF.org.

*This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

Customer Lead Service Line Replacement Program Information Sheet



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BACKGROUND – AQUA CUSTOMER LEAD SERVICE LINE REPLACEMENT PROGRAM

Lead is a naturally occurring metal that can cause a variety of adverse health effects. While the most common sources of lead exposure are soil, paint chips and dust, drinking water is another route of lead exposure, primarily as a result of corrosion of lead pipes and plumbing materials. The Pennsylvania General Assembly determined it is in the public interest for water utilities to assist customers in the replacement of customer-owned lead, or galvanized requiring replacement (“galvanized”), service lines throughout Pennsylvania.

The service line that provides water service to a property is made up of two parts: a Company-owned portion (which connects from the Company’s main to the curb line) and a customer-owned portion (which connects from the curb line to a customer’s structure). Customers, or property owners if the customer is not the property owner (“Customer”) are required to maintain and repair the Customer-owned portion of the service line.

Aqua Pennsylvania, Inc. (“Aqua” or the “Company”), as Receiver for the Rhodes Water Utilities, now has been granted the authority to assist Customers in replacing the Customer-owned portion of the service line if that service line is identified as lead or galvanized. The Rhodes Water Utilities include Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugar creek Water Company, Venango Water Company, and West Hickory Water Company.

CUSTOMER-OWNED LEAD SERVICE LINE REPLACEMENT PROGRAM

Under the Customer Lead Service Line Replacement Program (“Replacement Program”), Aqua will identify customer-owned service lines that are lead or galvanized, enter into an agreement with the Customer to replace the Customer-owned portion of the service line and restore the Customer’s property at no direct cost to the customer, dedicate the newly installed customer portion of the service line back to the Customer, and provide a warranty on the work completed to replace the Customer-owned lead or galvanized service line.

Aqua’s Replacement Program is made up of two parts: (1) replacements in connection with a main replacement project, and (2) replacements per Customer request not associated with a main replacement project.

Cap on Replacements Per Year

Aqua can perform up to 10 customer-owned lead or galvanized service line replacements per year in each of the Rhodes Water Utilities systems.

Customer Agreement and Replacement

In order for Aqua to complete a replacement, the Customer must enter into an agreement with Aqua to replace the Customer-owned lead or galvanized service line. Aqua cannot replace the Customer portion of a lead or galvanized service line without first entering into an agreement. The agreement provides that the Customer will give access to Aqua, or Aqua's contractor, to complete the replacement. To facilitate a smooth customer service line replacement, all property and appliances near where the service line enters the building at the exterior and interior wall must be moved by the homeowner prior to the replacement appointment. Following replacement, Aqua, or Aqua's contractor, will restore the property as reasonably as practicable to its former condition prior to the replacement of the Customer-owned lead or galvanized service line.

Dedication of Newly Installed Customer Portion of Service Line and Warranty

After the new Customer-owned portion of the service line is installed, the Customer-owned portion will be dedicated to the Customer and ownership and responsibility for repair and maintenance of the Customer-owned portion of the service line will remain with the Customer as was the case prior to the replacement. A two-year warranty on the workmanship and materials of the installation and the restoration of surfaces shall be provided.

Coordination of Replacements

Aqua will strive to group customer requested replacements within its operating divisions to create efficiencies. However, Aqua may replace a Customer's lead or galvanized service line if projects cannot be grouped together in its discretion.

Filters, Sampling and Testing

Upon identification of a customer lead or galvanized service line, Aqua will provide a National Sanitation Foundation approved water filter (pitcher or tap filter) and six months of replacement filters. At approximately 3-6 months after replacement is completed, Aqua will offer water sampling materials to Customers or residents, and if Customer or resident wants to have samples taken, Aqua will collect, test, and provide the results from those samples.

Reimbursement for Customers that Have Already Replaced a Lead or Galvanized Service Line

As part of Aqua's Replacement Program, Aqua will, subject to certain requirements discussed below, provide a reimbursement to those Customers that have replaced their Customer-owned lead or galvanized service line at their own cost within one year before or after a lead service line replacement project commencement and within one mile of the project area. If a Customer or property owner refuses or fails to accept the Company replacement of the lead or galvanized customer service line, the Customer or property owner will only be eligible for reimbursement if they replace their Customer

lead or galvanized service line at the customer or property owner's expense, within one year of the lead service line project commencement.

Reimbursement will occur for those Customers that provide documentation sufficient, in Aqua's sole discretion, to verify that the Customer replaced the Customer-owned lead or galvanized service line within one year before or after the start of a planned lead service line replacement project main replacement and as long as the Customer is within one mile of the main replacement project or focused replacement area. Customers will be eligible for reimbursement up to 125% of the average cost of Aqua's lead and galvanized replacements. Average cost used to determine reimbursement amounts during a calendar year will be based on Aqua's prior calendar year average costs for lead and galvanized service line replacements. Examples of documentation required by Aqua for a Customer to be eligible for reimbursement include, but are not limited to, detailed estimates from a licensed plumber and paid invoices or statements. A verified statement may also be submitted from the licensed plumber.

Aqua shall make reasonable best efforts to assist a Customer or property owner, if the Customer is not the property owner, through the reimbursement process and, to the extent possible, make determinations in favor of the Customer or property owner where the Customer or property owner has provided reasonable evidence of a customer lead or galvanized service line replacement to Aqua. However, the documentation provided to Aqua must be sufficient in the Aqua's opinion that a customer lead or galvanized service line replacement occurred.

Partial Replacements Prohibited

Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line. If a Customer causes a partial replacement, by replacing the Customer portion of a lead or galvanized service line without notifying Aqua, Aqua is required to terminate service until a full replacement of the lead or galvanized service line can be completed.

In addition, any Customer that refuses to allow Aqua (or its contractor) to replace the lead or galvanized service line, or refuses to employ its own licensed plumber to replace the lead or galvanized service line, will result in termination of service to the property until the entire lead or galvanized service line is replaced.

Aqua shall use Step In Rights as described in Aqua's tariff to perform a replacement if the customer or occupier of the property is not the owner, and the customer or occupier provides a medical certificate or a Protection From Abuse order (or other court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence), subject to the requirements in Aqua's tariff. Aqua may use Step In Rights where the customer or occupier is not the property owner if Aqua has attempted to contact the property owner with an offer to replace the Customer lead service line and has not received a response or the property owner cannot be identified.

CONCLUSION

Aqua recognizes the importance of removing lead from water systems across Pennsylvania both on Aqua owned and Customer-owned assets. Aqua looks forward to working with Customers to achieve this goal.

EXHIBIT P

Public Education Materials – 40 C.F.R. §
141.85(a)

Para acceder al documento traducido al español, visite el sitio web de Aqua en <https://www.aquawater.com/aqua-pa-lead-spanish.php>

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<https://www.aquawater.com/aqua-pa-lead-chinese.php>

Die deutsche Übersetzung dieses Dokuments finden Sie auf der Website von Aqua unter <https://www.aquawater.com/aqua-pa-lead-german.php>

IMPORTANT INFORMATION ABOUT LEAD IN YOUR DRINKING WATER*

[INSERT NAME OF WATER SYSTEM] found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what you can do to reduce lead in your drinking water.

Health Effects of Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Sources of Lead

Lead is a common metal found in the environment. Drinking water is one possible source of lead exposure. Brass faucets, fittings, and valves, including those advertised as “low lead” or “lead-free,” may contribute lead to drinking water. Regulations previously allowed “low lead” fixtures containing up to 8 percent lead. Current regulations only allow “lead-free” fixtures with up to 0.25 percent lead. When water is in contact with pipes, service lines, or plumbing that contains lead for several hours, the lead may enter drinking water. Homes built before 1990 are more likely to have lead pipes or lead solder.

The main sources of lead exposure are lead-based paint, lead-contaminated dust or soil, and some plumbing materials. In addition, lead can be found in certain types of pottery, pewter, brass fixtures, food, and cosmetics. Other sources include exposure in the workplace and exposure from certain hobbies (lead can be carried on clothing or shoes). Lead is found in some toys, some playground equipment, and some children’s metal jewelry.

Steps You Can Take to Reduce Your Exposure to Lead in Your Water

- **Run your tap to flush out lead.** If your water has not been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking. The amount of time to run the water will depend on the length and diameter of the service line and the amount of plumbing in your home.

- **Use cold water to cook or prepare baby formula.** Do not boil water to reduce lead. Lead dissolves more easily in hot water and boiling water will concentrate the lead.
- **If you buy a water filter for lead removal, make sure it is approved to reduce lead.** The filter should be certified for lead removal by NSF. For more information, contact NSF International, www.NSF.org.
- Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality.
- **Test your water for lead.** Call us at [NUMBER] to find out how to get your water tested for lead.
- **Get your child's blood tested.** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

What happened? What is being done?

[Notice Specific Information: Explain why there are elevated levels of lead in the system's drinking water (if known) and what the water system is doing to reduce the lead levels in homes/buildings in this area.]

[Aqua's lead and galvanized service line replacement program

At Aqua, we are conducting a replacement program that involves replacing lead and some galvanized service lines in our drinking water systems at no direct cost to our customers. Galvanized service lines are replaced if they could potentially be a source of lead to your tap water. We will notify you if we need to arrange your service line replacement once we know the replacement schedule for your area. Note that if you proceed with replacement of your service line using your own plumber, please contact us as soon as possible since we are required to replace the company-owned service line, if lead or galvanized, to minimize the risk of lead being released into your water. You can find out your service line material by visiting the customer service line material map at www.aquawater.com/leadmap.

For more information, call us at [NUMBER], or visit our website at www.aquawater.com/lead. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead> or contact your health care provider.

*This information contains regulatory or recommended language, and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

EXHIBIT Q

Lead and Copper Monitoring Results – 40
C.F.R. § 141.85(d)



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如果需要查看本文件的中文简体字译本，请访问 Aqua 网站：
<https://www.aquawater.com/aqua-pa-lead-chinese.php>

Die deutsche Übersetzung dieses Dokuments finden Sie auf der Website von Aqua unter <https://www.aquawater.com/aqua-pa-lead-german.php>

[DATE]

Dear Customer:

We would like to thank you for your participation in the lead tap monitoring program. Below are the results of the water samples you collected from your property at **ADDRESS** on **DATE**, following the sampling instructions provided to you.

	Immediate Sample	USEPA Action Level
Lead	ug/L	15 ug/L
Copper	mg/L	1.3 mg/L

ug/L = micrograms per liter or parts per billion
mg/L = milligrams per liter or parts per million
ND = Not detected

- Lead was **NOT DETECTED** at this sample location.
- Lead was detected **BELOW** the action level of 15 ug/L (ppb).
- Lead was detected **ABOVE** the action level of 15 ug/L (ppb).

Under the authority of the Safe Drinking Water Act, the EPA set the action level for lead in drinking water at 15 ug/L. The action level is the concentration of a contaminant which, if exceeded, triggers treatment or other requirements that Aqua must follow. This means Aqua must ensure that water from the customer's tap does not exceed this level in at least 90 percent of the homes sampled (90th percentile value). Because lead may pose serious health risks, the EPA set a Maximum Contaminant Level Goal (MCLG) of zero for lead. The MCLG is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Lead is more likely to accumulate when water is in contact with a lead source for longer periods of time. There are steps you can take to minimize exposure to lead in drinking water:¹

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Do not boil water to reduce lead. Lead dissolves more easily in hot water and boiling water will concentrate the lead.
- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Consider 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 (www.nsf.org) for information on performance standards for water filters. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality.
- **Test your water for lead.** Call us at 610.645.4234 to find out how to get your water tested for lead.
- **Get your child's blood tested.** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

If you need more information concerning this result or have any questions, please contact us at 610.645.4234.

Sincerely,

Aqua Pennsylvania

¹ This information contains regulatory or recommended language, and nothing herein is intended as, nor should be construed as, a promise of or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

EXHIBIT R

Notification of Known Lead / GRR /
Unknown Service Line – 40 C.F.R. §
141.85(e)(3)



Customer Name

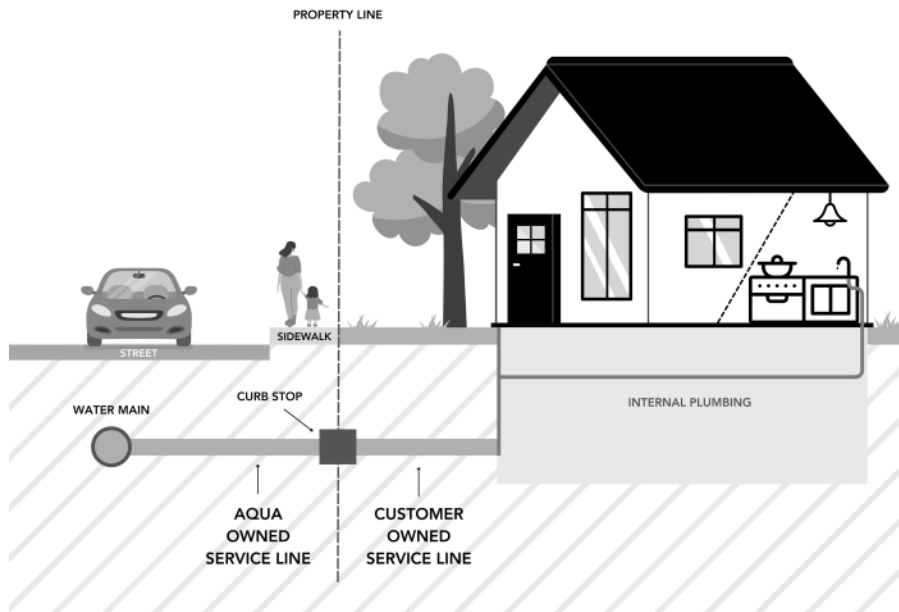
Address Line 1

Address Line 2

City, State Zip

Dear Customer:

Aqua Pennsylvania, Inc. (Aqua) is conducting a service line material inventory and replacement program to identify and replace all lead and galvanized service lines in our drinking water systems at no direct cost to our customers. Aqua supplies water to your property through a service line that runs from the water main into your building. Aqua owns the service line from the water main to the curb stop. You own the service line that runs from the curb stop into your building.



SEE BELOW FOR YOUR SERVICE LINE CLASSIFICATION

Our records show the following information for your property:

- **Premise Number:**
- **Street Address:**
- **Aqua Side Service Line Classification:**
- **Customer Side Service Line Classification:**
- **Regulatory Classification*:**

*Regulatory Classification is determined based on information available for both sides of the service line.

Currently, no action is required of you. Please understand that inventorying and replacement efforts will take many years. We are developing detailed plans to meet these objectives. We will notify you if we require more information or need to arrange your service line replacement once we know the schedule for your area. Note that if you proceed with replacement of your service line using your own plumber, please contact us as soon as possible since we are required to replace the company-owned service line, if lead or galvanized, to minimize the risk of lead being released into your water.

HEALTH EFFECTS OF LEAD

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

STEPS TO REDUCE LEAD IN YOUR DRINKING WATER

Lead is more likely to accumulate when water is in contact with a lead source for longer periods of time. There are steps you can take to minimize exposure to lead in drinking water:

- **Run your tap to flush out lead.** If your water has not been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking. The amount of time to run the water will depend on the length and diameter of the service line and the amount of plumbing in your home.
- **Use cold water to cook or prepare baby formula.** Do not boil water to reduce lead. Lead dissolves more easily in hot water and boiling water will concentrate the lead.
- **If you buy a water filter for lead removal, make sure it is approved to reduce lead.** The filter should be certified for lead removal by NSF. For more information, contact NSF International, www.NSF.org.

For more information on lead and our replacement program, please visit www.aquawater.com/lead.

Please note that when we begin working in your area, we will contact you to arrange inspections and service line replacements. This will provide you with the opportunity to verify your service line material. If you have other questions, please call our dedicated service line material call center hub at 1-866-SLM-AQUA (1-866-756-2782).

Sincerely,

Aqua Pennsylvania, Inc.

EXHIBIT S

Held For Future Use

EXHIBIT T

Held For Future Use

EXHIBIT U

Notification of a Disturbance to a Lead,
GRR, or Lead Status Unknown Service Line
that Results in the Service Line Being Shut
Off or Bypassed – 40 C.F.R. § 141.85(f)(1)




ESTE DOCUMENTO CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

An Important Health Notice From Aqua*



Aqua Pennsylvania is completing work on our water system that requires shutting off or bypassing your service line that may cause a disturbance to your service line. Our records indicate that your water service line is lead, galvanized requiring replacement, or lead status unknown. Due to the nature of your service line material, we must inform you that disturbing a service line that contains lead could result in elevated lead levels in your drinking water.

Before using your water, please review and follow the flushing instructions¹ below to minimize your exposure to lead and to remove particulate lead that may have been stirred up during the disturbance.

-  **1** If possible, remove faucet aerators from all water faucets in the home.
- 2** Beginning in the lowest level of the home, fully open the cold water faucets throughout the home.
- 3** Let the water run for at least 30 minutes at the last faucet you opened (which was on your top floor).
- 4** Turn off each faucet starting with the faucets in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.
- 5** Clean and reinstall any aerators you might have removed in Step 1.
- 6** Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

¹Based on the American Water Works Association-recommended safety procedures (awwa.org).

Please visit Aqua's website for more information concerning Aqua's Replacement program at www.aquawater.com/lead. Thank you for letting Aqua serve you! For questions and concerns please contact Aqua's lead call center hub at 1-866-SLM-AQUA (1-866-756-2782).

**This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or a contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.*

EXHIBIT V

Notification of a Disturbance to a Lead,
GRR, or Lead Status Unknown Service Line
From the Replacement of an Inline Water
Meter, a Water Meter Setter, or Gooseneck,
Pigtail, or Connector – 40 C.F.R. §
141.85(f)(2)



An  Essential Utilities Company


ESTE DOCUMENTO CONTIENE INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA POTABLE. HAGA QUE ALGUIEN LO TRADUZCA PARA USTED, O HABLE CON ALGUIEN QUE LO ENTIENDA.

An Important Health Notice From Aqua*


PLEASE READ THIS BEFORE USING YOUR WATER!

Aqua Pennsylvania is completing work on our water system including replacing an inline water meter, a water meter setter, or gooseneck, pigtail, or connector that may cause a disturbance to your service line. Our records indicate that your water service line is lead, galvanized requiring replacement, or lead status unknown. Due to the nature of your service line material, we must inform you that disturbing a service line that contains lead could result in elevated lead levels in your drinking water.

Before using your water, please review and follow the flushing instructions¹ below to minimize your exposure to lead and to remove particulate lead that may have been stirred up during the disturbance. Please use the provided pitcher filter prior to using water for drinking and cooking. Please refer to the instructions provided with the pitcher filter.

-  **1** If possible, remove faucet aerators from all water faucets in the home.
- 2** Beginning in the lowest level of the home, fully open the cold water faucets throughout the home.
- 3** Let the water run for at least 30 minutes at the last faucet you opened (which was on your top floor).
- 4** Turn off each faucet starting with the faucets in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.
- 5** Clean and reinstall any aerators you might have removed in Step 1.
- 6** Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispenser until after flushing is complete.

¹Based on the American Water Works Association-recommended safety procedures (awwa.org).

Please visit Aqua's website for more information concerning Aqua's Replacement program at www.aquawater.com/lead. Thank you for letting Aqua serve you! For questions and concerns please contact Aqua customer service at 1-866-SLM-AQUA (1-866-756-2782).

**This information sheet contains regulatorily required or recommended language and nothing herein is intended as, nor should be construed as, a promise of or a contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.*

Customer Lead Service Line Replacement Program Information Sheet



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BACKGROUND – AQUA CUSTOMER LEAD SERVICE LINE REPLACEMENT PROGRAM

Lead is a naturally occurring metal that can cause a variety of adverse health effects. While the most common sources of lead exposure are soil, paint chips and dust, drinking water is another route of lead exposure, primarily as a result of corrosion of lead pipes and plumbing materials. The Pennsylvania General Assembly determined it is in the public interest for water utilities to assist customers in the replacement of customer-owned lead, or galvanized requiring replacement (“galvanized”), service lines throughout Pennsylvania.

The service line that provides water service to a property is made up of two parts: a Company-owned portion (which connects from the Company’s main to the curb line) and a customer-owned portion (which connects from the curb line to a customer’s structure). Customers, or property owners if the customer is not the property owner (“Customer”) are required to maintain and repair the Customer-owned portion of the service line.

Aqua Pennsylvania, Inc. (“Aqua” or the “Company”), as Receiver for the Rhodes Water Utilities, now has been granted the authority to assist Customers in replacing the Customer-owned portion of the service line if that service line is identified as lead or galvanized. The Rhodes Water Utilities include Cooperstown Water Company, Fryburg Water Company, Plumer Water Company, Sugar creek Water Company, Venango Water Company, and West Hickory Water Company.

CUSTOMER-OWNED LEAD SERVICE LINE REPLACEMENT PROGRAM

Under the Customer Lead Service Line Replacement Program (“Replacement Program”), Aqua will identify customer-owned service lines that are lead or galvanized, enter into an agreement with the Customer to replace the Customer-owned portion of the service line and restore the Customer’s property at no direct cost to the customer, dedicate the newly installed customer portion of the service line back to the Customer, and provide a warranty on the work completed to replace the Customer-owned lead or galvanized service line.

Aqua’s Replacement Program is made up of two parts: (1) replacements in connection with a main replacement project, and (2) replacements per Customer request not associated with a main replacement project.

Cap on Replacements Per Year

Aqua can perform up to 10 customer-owned lead or galvanized service line replacements per year in each of the Rhodes Water Utilities systems.

Customer Agreement and Replacement

In order for Aqua to complete a replacement, the Customer must enter into an agreement with Aqua to replace the Customer-owned lead or galvanized service line. Aqua cannot replace the Customer portion of a lead or galvanized service line without first entering into an agreement. The agreement provides that the Customer will give access to Aqua, or Aqua's contractor, to complete the replacement. To facilitate a smooth customer service line replacement, all property and appliances near where the service line enters the building at the exterior and interior wall must be moved by the homeowner prior to the replacement appointment. Following replacement, Aqua, or Aqua's contractor, will restore the property as reasonably as practicable to its former condition prior to the replacement of the Customer-owned lead or galvanized service line.

Dedication of Newly Installed Customer Portion of Service Line and Warranty

After the new Customer-owned portion of the service line is installed, the Customer-owned portion will be dedicated to the Customer and ownership and responsibility for repair and maintenance of the Customer-owned portion of the service line will remain with the Customer as was the case prior to the replacement. A two-year warranty on the workmanship and materials of the installation and the restoration of surfaces shall be provided.

Coordination of Replacements

Aqua will strive to group customer requested replacements within its operating divisions to create efficiencies. However, Aqua may replace a Customer's lead or galvanized service line if projects cannot be grouped together in its discretion.

Filters, Sampling and Testing

Upon identification of a customer lead or galvanized service line, Aqua will provide a National Sanitation Foundation approved water filter (pitcher or tap filter) and six months of replacement filters. At approximately 3-6 months after replacement is completed, Aqua will offer water sampling materials to Customers or residents, and if Customer or resident wants to have samples taken, Aqua will collect, test, and provide the results from those samples.

Reimbursement for Customers that Have Already Replaced a Lead or Galvanized Service Line

As part of Aqua's Replacement Program, Aqua will, subject to certain requirements discussed below, provide a reimbursement to those Customers that have replaced their Customer-owned lead or galvanized service line at their own cost within one year before or after a lead service line replacement project commencement and within one mile of the project area. If a Customer or property owner refuses or fails to accept the Company replacement of the lead or galvanized customer service line, the Customer or property owner will only be eligible for reimbursement if they replace their Customer

lead or galvanized service line at the customer or property owner's expense, within one year of the lead service line project commencement.

Reimbursement will occur for those Customers that provide documentation sufficient, in Aqua's sole discretion, to verify that the Customer replaced the Customer-owned lead or galvanized service line within one year before or after the start of a planned lead service line replacement project main replacement and as long as the Customer is within one mile of the main replacement project or focused replacement area. Customers will be eligible for reimbursement up to 125% of the average cost of Aqua's lead and galvanized replacements. Average cost used to determine reimbursement amounts during a calendar year will be based on Aqua's prior calendar year average costs for lead and galvanized service line replacements. Examples of documentation required by Aqua for a Customer to be eligible for reimbursement include, but are not limited to, detailed estimates from a licensed plumber and paid invoices or statements. A verified statement may also be submitted from the licensed plumber.

Aqua shall make reasonable best efforts to assist a Customer or property owner, if the Customer is not the property owner, through the reimbursement process and, to the extent possible, make determinations in favor of the Customer or property owner where the Customer or property owner has provided reasonable evidence of a customer lead or galvanized service line replacement to Aqua. However, the documentation provided to Aqua must be sufficient in the Aqua's opinion that a customer lead or galvanized service line replacement occurred.

Partial Replacements Prohibited

Under the Pennsylvania Public Utility Commission's ("PUC") regulations, Aqua cannot perform a partial replacement of a lead or galvanized service line. If a Customer causes a partial replacement, by replacing the Customer portion of a lead or galvanized service line without notifying Aqua, Aqua is required to terminate service until a full replacement of the lead or galvanized service line can be completed.

In addition, any Customer that refuses to allow Aqua (or its contractor) to replace the lead or galvanized service line, or refuses to employ its own licensed plumber to replace the lead or galvanized service line, will result in termination of service to the property until the entire lead or galvanized service line is replaced.

Aqua shall use Step In Rights as described in Aqua's tariff to perform a replacement if the customer or occupier of the property is not the owner, and the customer or occupier provides a medical certificate or a Protection From Abuse order (or other court order issued by a court of competent jurisdiction in this Commonwealth which provides clear evidence of domestic violence), subject to the requirements in Aqua's tariff. Aqua may use Step In Rights where the customer or occupier is not the property owner if Aqua has attempted to contact the property owner with an offer to replace the Customer lead service line and has not received a response or the property owner cannot be identified.

CONCLUSION

Aqua recognizes the importance of removing lead from water systems across Pennsylvania both on Aqua owned and Customer-owned assets. Aqua looks forward to working with Customers to achieve this goal.

EXHIBIT W

Press Release Regarding Action Level
Exceedance – 40 C.F.R. § 141.85(b)(2)(v)

Contact: [INSERT]**For release:** [DATE]

IMPORTANT INFORMATION ABOUT LEAD IN YOUR DRINKING WATER¹

BRYN MAWR, Pa. – [INSERT NAME OF WATER SYSTEM] found elevated levels of lead in drinking water in some homes/buildings. Lead can cause serious health problems, especially for pregnant women and young children. Please read this information closely to see what you can do to reduce lead in your drinking water.

Health Effects of Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

Sources of Lead

Lead is a common metal found in the environment. Drinking water is one possible source of lead exposure. Lead Service lines, brass faucets, fittings, and valves, including those advertised as “low lead” or “lead-free,” may contribute lead to drinking water. Regulations previously allowed “low lead” fixtures containing up to 8 percent lead. Current regulations only allow “lead-free” fixtures with up to 0.25 percent lead. When water is in contact with pipes, service lines, or plumbing that contains lead for several hours, the lead may enter drinking water. Homes built before 1990 are more likely to have lead pipes or lead solder.

The main sources of lead exposure are lead-based paint, lead-contaminated dust or soil, and some plumbing materials. In addition, lead can be found in certain types of pottery, pewter, brass fixtures, food, and cosmetics. Other sources include exposure in the workplace and exposure from certain hobbies (lead can be carried on clothing or shoes). Lead is found in some toys, some playground equipment, and some children’s metal jewelry.

¹ This information contains regulatory or recommended language, and nothing herein is intended as, nor should be construed as, a promise or contract for payment or reimbursement of expenses incurred for any action you take on account of this information sheet.

Steps You Can Take to Reduce Your Exposure to Lead in Your Water

- **Run your tap to flush out lead.** If your water hasn't been used for several hours, run your water for a few minutes or until it becomes cold or reaches a steady temperature before drinking or cooking.
- **Use cold water to cook or prepare baby formula.** Do not boil water to reduce lead. Lead dissolves more easily in hot water and boiling water will concentrate the lead.
- **Do not boil water to remove lead.** Boiling water will not reduce lead.
- **Consider 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 (www.nsf.org) for information on performance standards for water filters. Be sure to maintain and replace a filter device in accordance with the manufacturer's instructions to protect water quality.
- **Test your water for lead.** Call us at 1-877-987-2782 to find out how to get your water tested for lead.
- **Get your child's blood tested.** Contact your local health department or healthcare provider to find out how you can get your child tested for lead if you are concerned about exposure.

What happened? What is being done?

[Notice Specific Information: Explain why there are elevated levels of lead in the system's drinking water (if known) and what the water system is doing to reduce the lead levels in homes/buildings in this area.]

Aqua's lead and galvanized service line replacement program

At Aqua, we are implementing a program that involves replacing all lead and galvanized service lines in our drinking water systems at no direct cost to our customers. Information about our lead and galvanized service line replacement program is attached. For more information, call us at 1-866-SLM-AQUA (1-866-756-2782), or visit our website at www.aquawater.com/lead.

"We take seriously our responsibility to sustain life by safely delivering Earth's most essential resource, and our mission is exemplified by our commitment to remove lead service lines from drinking water systems across Pennsylvania," said Aqua Pennsylvania President Marc Lucca. "Our lead service line replacement program enables our team to ensure safe drinking water for our customers without unnecessarily burdening them with the direct cost of replacement."

For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's website at <http://www.epa.gov/lead> or contact your health care provider.

Aqua Pennsylvania serves approximately 1.5 million people in 32 counties throughout the Commonwealth of Pennsylvania. Visit AquaWater.com for more information or follow Aqua on Facebook at facebook.com/AquaWater and on Twitter at [@AquaWater](https://twitter.com/AquaWater).

This release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995, including, among others: the Company's ability to replace all lead and galvanized requiring replacement service lines in its drinking water systems and to do this at no direct cost to its customers. There are important factors that could cause actual results to differ materially from those expressed or implied by such forward-looking statements including: general economic business conditions; the receipt of governmental approvals; and other factors discussed in our Annual Report on Form 10-K, our Quarterly Reports on Form 10-Q, and other filings with the Securities and Exchange Commission. For more information regarding risks and uncertainties associated with Essential Utilities' business, please refer to Essential Utilities' annual, quarterly and other SEC filings. Essential Utilities is not under any obligation — and expressly disclaims any such obligation — to update or alter its forward-looking statements whether as a result of new information, future events or otherwise.

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VERIFICATION

I, Michael Fili, Vice President, Capital Planning, Design & Construction, of Aqua Pennsylvania, Inc., hereby state that the facts set forth in the responses to the Bureau of Technical Utility Services' Set 1 Data Requests at Docket No. P-2024-3050248 are true and correct to the best of my knowledge, information and belief and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Signed by:

Michael J Fili

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Michael Fili

Capital Planning, Design & Construction
Aqua Pennsylvania, Inc.

Dated: August 18, 2025