



Alert Notifications

PWSID: **Mount Pleasant Township Water System Extension Project Q&A** Issue Date: 02-26-2009

Mount Pleasant Township Water System Extension Project Q&A

Pennsylvania American Water is in the process of extending its water system to a large portion of Mt. Pleasant Township. The project includes the installation of approximately 150,000 feet of eight-inch and 12-inch ductile iron water line. The project also includes the construction of a 350,000-gallon water storage tank. The company expects to complete the \$12 million project this year, subject to weather and other conditions.

Residents located within the project area will receive service application packages. As construction progresses, the packages will be hand-delivered by Pennsylvania American Water personnel to each resident located in the project footprint. The service application packages include instructions, service application, typical outside meter setting detail and a suggested service line size table.

To answer some typically asked questions, Pennsylvania American Water has prepared the following Q&A. The questions and answers are specific only to the Mount Pleasant Township Water System Extension Project and residents located within the established project footprint:

What are my responsibilities?

Residents located within the project footprint are responsible for the installation of their service line and meter pit. Pennsylvania American Water will install a curb stop, which is typically located at the edge of the public right of way. The customer is responsible for the service line from the curb stop to the meter pit and from the meter pit to the house. The company will install the meter at no charge. All services require a meter pit. If requested, Pennsylvania American Water will inspect the service line installation. A typical outside meter setting detail is attached for reference.

A one-time fee for setting up the service account will be added to the first water bill. This one-time fee is currently \$30.

How much does water service cost?

The water rates charged by Pennsylvania American Water are established by the Pennsylvania Public Utility Commission. Current information regarding the water rates can be found on the company's Web site at www.pennsylvaniaamwater.com under the Customer Service/Rates Information section, or you can contact the customer service center at 800.565.7292.

Do I have to connect?

Connection is recommended but is not mandatory.

What is the process if I want to connect?

A water service application must be completed and returned to Pennsylvania American Water. After the water main is installed, the company will install a service tap and curb stop for each customer. After the property owner has completed the installation of his/her service line - including the meter pit and connection to the curb stop, the service is ready for meter installation. The customer must schedule an appointment through Pennsylvania American Water's customer service center at 800.565.7292 to have the meter set and water service activated.

What happens if I choose not to connect?

Pennsylvania American Water will typically install the service tap and curb stop in the event that service is requested in the future.

Can I connect and keep my existing well?

Existing wells, cisterns, etc. must be completely disconnected from plumbing in accordance with Department of Environmental Protection regulations for customer safety. You can continue to use your well or cistern. However, it must be a separate system. Cross connections are not permitted, because they can cause health hazards to you and your neighbors.

Will there be service available as soon as the water line is installed in front of my residence?

As previously stated, the project includes the construction of 150,000 feet of water line covering a substantial portion of the township. The contractor will use multiple construction crews who might be working at opposite ends of the system. Therefore, it is possible that the water line could be installed near your home without being immediately active.

What if I still have questions?

Please call Pennsylvania American Water's customer service center, which is available 24 hours a day, at 800.565.7292.

Zip Codes Affected:

Contact Information:

Name: Customer Service Center

Company: Pennsylvania American Water

Phone: 1-800-565-7292

Alt. Phone: n/a

Secondary Contact Information:

Name: n/a

Company:

Phone:

Alt. Phone: