



June 09th, 2025

Dear Customer:

Aqua has probable cause to believe that your property has a lead or galvanized service line and is included in an upcoming project to be replaced. Aqua has contracted Underground Utilities Inc. (UII) to complete this work which is scheduled to begin on or about June 16th, 2025. The project will require the Aqua contractor to excavate the curb stop to identify and document any lead or galvanized material on the Aqua-owned portion of the service line (from Aqua water main to the curb stop within the right of way) and/or the portion of the water service line you own (from the curb stop within the right of way to your interior plumbing).

Any lead identified on the Aqua-owned side will be replaced. If your portion of the water service line is identified as lead or galvanized currently or previously downstream of lead, you will be notified by Aqua and offered a service line replacement at no direct cost. If you agree, you will be contacted to schedule the replacement over the next several weeks as the project progresses in your community. The work will require our contractor to gain access to your property and inside your home to make the connection at the meter with your new service line. You will need to provide adequate space around the meter for this work to be completed.


Any landscaping disturbed as a result of the service line replacement will be restored to pre-construction condition (a pre-construction video of the area will be made to document existing property conditions).

To participate in this program, please sign the enclosed **License Agreement to Replace Existing Customer Owned Service Line** and return in the self-addressed stamped envelope to Aqua by **August 01st, 2025**. Once the material of your water service line is verified, you will be contacted with next steps. Only lead or galvanized currently or previously downstream of lead on the customer side will be replaced through this program. We understand the amount of information you are receiving may be overwhelming. Please contact Aqua at 740-382-3993 x 51943 as indicated below with any questions or concerns.


Sincerely,

Maurice Hampton
Construction Coordinator
Aqua Ohio
365 E Center St
Marion, Ohio 43302
740-382-3993 x 51943
Email: mhampton@aquawater.com

AQUASM

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In consideration of the Company performing the Customer-side service line replacement at the Company's cost and receiving the associated warranty on workmanship and materials 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 resulting 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. 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 AGREEMENT IN THE PRE-ADDRESSED, POSTAGE PAID, ENVELOPE TO:

Aqua Ohio, Inc.

365 E. Center St

Marion, OH 43302

Attention: Maurice Hampton – Construction Coordinator

Contract No. _____

CUSTOMER

AQUA OHIO, INC.

Signature: _____ Signature: _____

Printed Name: _____ Printed Name: _____

Date: _____ Date: _____

Phone: _____

Internal Use Only

Service Line Installation Completed: _____



Aqua Ohio, Inc. is an Essential Utilities Company.

LICENSE AGREEMENT TO REPLACE EXISTING CUSTOMER OWNED SERVICE LINE

The undersigned customer(s) or property owner(s) (the "Customer"), through this License Agreement, grants Aqua Ohio, 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 existing Customer-owned 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 twelve (12) months following the date this License Agreement is countersigned by the Company.

The Company or the Company's contractor and/or subcontractor has installed 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 existing Customer-owned service line with a new service line of size and material determined by the Company. The existing Customer-owned 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 its former 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 for a period of twelve (12) months from the date the replacement is completed. The Company's liability is limited to repairing or replacing the Customer-side service line.



June 9th, 2025

**NOTICE: Start of Aqua Ohio Waterline Replacement Project
OHIO AVENUE WATERLINE REPLACEMENT**

Dear Resident:

We are pleased to advise you that waterline construction will start in your area the week of June 16th, 2025. The project includes the installation of 20 linear feet of 6" Ductile Iron, and 3,765 linear feet of 8" Ductile Iron water main on Ohio Avenue from Clinton Avenue to Industrial Avenue, including 10 new hydrants. The contractor anticipates this work will be completed by the end of October with typical work hours between 7 a.m. and 5 p.m.

On street parking will be restricted during construction to allow adequate space for the contractor to perform the work. Restrictions on parking will be posted 24 hours prior to the start of work.

Streets parking at the south lane may be affected beginning 06-16-2025 during construction, access will be maintained to residents during construction. Construction will start at Clinton Avenue and finish at Industrial Avenue. Final restoration to be completed in the fall of 2025 weather permitting. If we encounter an Aqua and/or privately-owned lead water service line during construction, we will replace it and advise you.

The new waterlines will improve water service reliability and fire hydrant flows as part of our ongoing infrastructure improvement program. Once completed, your water service will be transferred to the new line. You will be notified in advance via a "door hanger" of any planned water service interruptions.

Initial restoration of grass areas will be performed following installation of the waterline and service transfers. Final restoration is expected to be complete by the fall of 2025 weather permitting.

A pre-construction videotape of the site will be made to assure that your property is restored to original or better than original conditions. If you have any questions, please contact our Construction Coordinator, Maurice Hampton at 740.387.2293 Ext. 51943. Aqua appreciates your patience during the construction of this important waterline improvement project. Prior to the start of construction, all underground utilities will be identified via marking flags. Please do not disrupt these flags. **Please notify Aqua of any underground facilities such as sprinkler systems or invisible dog fencing systems on your property by calling Maurice Hampton.** These underground facilities will also need marked prior to construction.

Sincerely,

Maurice Hampton

Aqua Ohio, Inc.

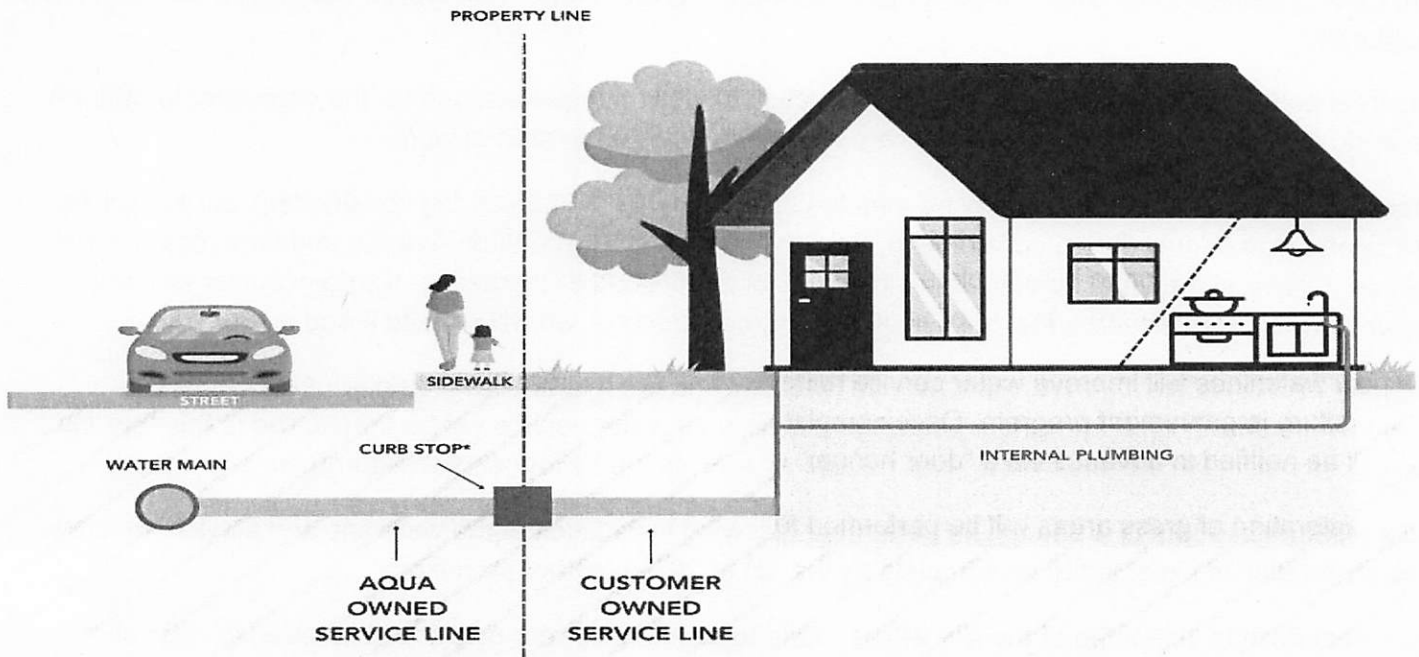


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Lead Service Line General Information

In conjunction with the before mentioned Waterline Replacement Project, Aqua Ohio, Inc. (Aqua) is conducting a service line material inventory and replacement program to identify and replace all lead and some galvanized service lines in our drinking water systems at no direct cost to our customers. A galvanized or lead service line requires replacement.

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 pit). You own the service line that runs from the curb stop (or meter pit) into your building.



*Some properties have a meter box instead of a curb stop at the property line.

Our records indicate the water service line material serving your home is unknown and/or in need of investigation to identify the material on either the Aqua side and/or your side of service line.

Currently, no action is required of you. We will notify you when we are working in your area to determine your service line material.