



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING®

We aim to make it easier for customers to do business with us.

From multiple payment options and paperless billing to managing your account online or using our voice activated customer service system, it's your choice.

And, of course, we're here if you need us.



CUSTOMER SERVICE

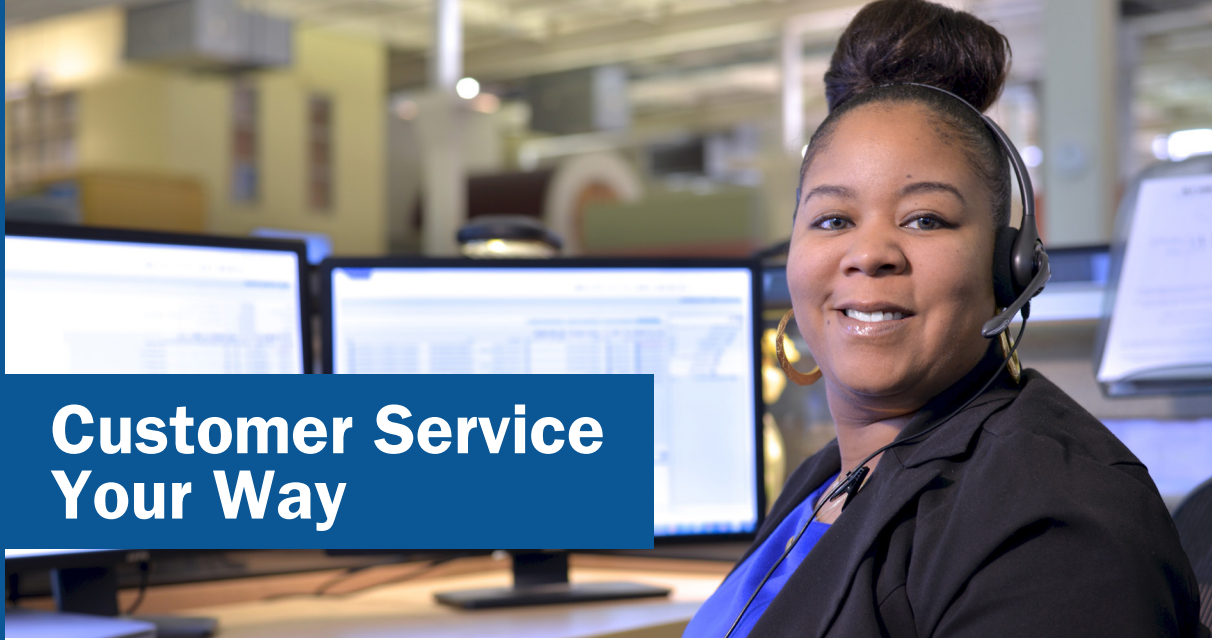
If you prefer to talk to a customer service representative, we're here to help.

1-800-272-1325

Hours: 7 a.m.–7 p.m., M-F; For emergencies, we're available 24/7.

My Account:
mywater.amwater.com

06-2021



Customer Service Your Way

Today, more and more customers want the option of being able to handle their business needs on their own, when they want and where they want.

With MyWater and Our Advanced Voice Activated System, you can do just that!

- **Online:** Sign up for MyWater (mywater.amwater.com), our self-service tool that allows you to manage your account online (be sure to have your account number handy if you're logging on for the first time).
- **Advanced Voice Activated System:** Call us, but no need to wait for a live customer service rep. Our advanced voice activated system can handle our most frequently asked customer service requests.

At your fingertips, anytime, anywhere

Here's what you can do.	MyWater	Advanced Voice Activated System
Obtain account information (account balance, due date, last payment made)	✓	✓
View your bill	✓	
Pay your bill*	✓	✓
Enroll/unenroll in Auto Pay	✓	✓ (enroll only)
Enroll/unenroll in Paperless Billing	✓	✓ (enroll only)
Report a water or wastewater emergency (24/7)	✓	
Turn service on/off for move ins/outs	✓ (residential customers only)	
Turn water on if shut off for non-payment	✓	✓
Update contact information (mailing address, phone, email)	✓	
Choose notification method(s) for water emergencies (phone, text, email)	✓	
Find an authorized payment location near you (if you prefer to pay your bill in person)	✓	✓
Obtain water use history (up to three years for metered accounts)	✓	
Add a secondary account holder	✓	

* Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. **Avoid the transaction fee:** There is no charge to pay by e-check through MyWater at mywater.amwater.com.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

Go Paperless

Want to reduce paper clutter?

You have the option of receiving your bill electronically.

Sign up for Paperless Billing today!

We'll email you when your bill is available to be viewed online along with any materials that you would have received with your paper bill. To enroll, log on to our self-service website, **MyWater** at mywater.amwater.com.



Take it one step further and go entirely paperless by signing up for our Auto Pay program.

More details on the right!

Not registered for MyWater?

It's simple. Log on to mywater.amwater.com. Be sure to have your 16-digit account number handy.



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Pay your way: Choose from five convenient payment options

Pay automatically (no stamps required)



Save time and postage by enrolling in our recurring Auto Pay program, and your bill will be paid automatically on time, every time directly from your checking or savings account on the date it is due. No stamps required. No checks to write. And, it's free! To enroll, log on to MyWater at mywater.amwater.com or contact our customer service center.

Pay your bill online



Visit www.amwater.com/billpay. Be sure to have your 16-digit account number handy. Note: Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee: There is no charge to pay by e-check through MyWater at mywater.amwater.com.

Pay by mail



Mail to New Jersey American Water, P.O. Box 371331, Pittsburgh, PA 15250-7331. No cash, staples or paper clips, please.

Pay by phone 24/7



Call 1-855-748-6066. Have your account number handy. Note: Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee: There is no charge to pay by e-check through MyWater at mywater.amwater.com.

Pay in person



For a listing of authorized payment locations, call or visit us online at newjerseyamwater.com. Under **Customer Service & Billing**, select **Payment Locations**.

How should we reach you in an emergency?

New Jersey American Water uses a high-speed emergency notification system to keep customers informed about water-related emergencies and alerts. Log on to our online self-service portal (mywater.amwater.com) to **make sure your contact information is up-to-date** under my web account. While you're there, tell us how you prefer to receive our notifications: by phone, text and/or email.*

**Standard text, data and phone rates may apply.*

newjerseyamwater.com