

ABOUT NEW JERSEY AMERICAN WATER



A MESSAGE FROM OUR PRESIDENT



Providing high-quality water service and environmental excellence

New Jersey American Water monitors water quality every step of the way, from the source, through the treatment process and along the thousands of miles of pipeline in our distribution system. Water samples are tested and analyzed at American Water's national laboratory and New Jersey American Water's local laboratories—staffed by water-quality specialists and analysts/operators who are specially trained in quality assurance. New Jersey American Water does all of this so that you can feel confident that your water service is of the highest quality and that it complies with state and federal drinking water standards.

In recent years, five New Jersey American Water treatment plants have been nationally recognized with Five-Year Directors Awards for participating in the U.S. Environmental Protection Agency's (USEPA) Partnership for Safe Water program. This prestigious award recognizes voluntary efforts to raise drinking water quality above regulatory standards.

24/7 Customer Service:

- **1-800-652-6987:** If your account begins with 18
- **1-800-272-1325:** If your account begins with 52, 53, 54, 55
- **For Hearing Impaired Customers TDD:** 1-800-300-6202

www.newjerseyamwater.com

American Water Works Company, Inc., together with its subsidiaries, is referred to as American Water.

Partnering with our communities

New Jersey American Water takes an active part in the communities it serves and supports environmental and educational initiatives related to water. Our involvement ranges from watershed clean-up efforts to educational programs focused on drinking water and source water protection.

A hand of support for those in need

It's easy to take water for granted. At New Jersey American Water, we don't, because we understand the value of providing high-quality water service and what it means to our customers on a daily basis. Unfortunately, some individuals and families in New Jersey are at risk of losing service, because they can't pay their water bills. For customers who have fallen on difficult financial times, New Jersey American Water has two programs that can help.

Our **H2O Help to Others Program™** aids those who need it most. Customers who qualify may receive a grant of up to \$500 to help pay their water bill. The **Low Income Payment Program (LIPP)** takes the H2O Program one step further by providing aid to New Jersey American Water's most economically challenged customers. This aid can save as much as 20 percent on a customer's monthly bill, depending on eligibility.

The Low Income Payment Program and the H2O Help to Others Program™ are administered by the Dollar Energy Fund, which is an independent, non-profit organization established to help those in need pay their utility bills. Please contact Dollar Energy for qualification requirements. Customers who may be eligible for either program can apply by calling the Dollar Energy Fund toll-free at 1-888-282-6816.

Check for identification

You should feel secure when a New Jersey American Water employee visits. That's why all of our personnel wear uniforms, drive vehicles and have photo identification badges with New Jersey American Water's logo and employee information on them.

Take time to examine the photo ID whenever a New Jersey American Water employee arrives at your home. Please note, our employees never collect money or credit card information from customers in the field.

If you're still unsure about the person's identity, don't hesitate to call one of our customer service professionals to double check before you open your door.

WELCOME TO NEW JERSEY AMERICAN WATER.

WE CARE ABOUT WATER.

IT'S WHAT WE DO.

Welcome. We are pleased to be your water and/or wastewater service provider.



We are dedicated to our customers and to working to meet your needs. This brochure will answer questions you may have about our company and the services we provide.

It is my privilege to welcome you as a customer of **New Jersey American Water**, and I thank you for taking a few minutes to learn more about our company, our services and our mission. We are proud to provide quality water and/or wastewater service to more than 2 million people. In fact, New Jersey American Water is the largest water service provider in the state.

New Jersey American Water employs more than 850 skilled professionals, ranging from water quality specialists and plant operators to distribution and field service personnel. All employees share one common goal: to provide high-quality, reliable water and wastewater service around the clock.

Through our state-certified laboratories in New Jersey and at our national laboratory, we continually conduct water quality tests. Each year, we provide a water quality report to our customers with results that show that our water meets and often surpasses federal and state drinking water

standards. We are also continually upgrading our systems and investing in infrastructure improvements that positively impact the services we provide and the communities we serve through job creation and economic investment.

We are dedicated to our customers and to working to meet your needs. This brochure will answer questions you may have about our company and the services we provide. You will find useful information on how to read your bill and what optional payment services we offer.

If you still have questions about New Jersey American Water or any of our services, our customer service professionals will be happy to help you. Please don't hesitate to call.

Sincerely,


John Bigelow
President

Service that never sleeps

Questions about our services or billing issues can be answered 24 hours a day, seven days a week by calling our customer service center.

24-Hour Customer Service

- **1-800-652-6987 (1-800-NJ AM WTR):** For customers whose accounts begin with 18
- **1-800-272-1325:** For customers whose accounts begin 52, 53, 54, 55
- **For Hearing Impaired Customers TDD:** 1-800-300-6202

More information may also be found online at www.newjerseyamwater.com.

