



April 7, 2009

Dear New Jersey American Water Customer:

New Jersey American Water is committed to providing high-quality, reliable water service to our customers. This requires continually investing in our treatment and distribution system. Last fall, we sent you a letter about system improvement planned in your area that involved drilling a new well to replace the existing well that was constructed in 1923 on West Avenue, near 3rd Street in Ocean City.

We are pleased to let you know that we will be completing the well project this month. One of the final steps is to conduct a 72-hour pumping test of the new well. The test involves continuously pumping water from the well to formally determine its capacity. The test is scheduled to start the morning of April 13, 2009 and conclude 72 hours later on April 16, 2009.

There is some noise and lighting associated with the pumping test, and we do apologize for any inconvenience that this may cause.

The second phase of the project has begun, which involves designing a new structure to replace the existing building. Construction of the new well building is scheduled to begin in 2010. Additional updates will be provided prior to construction.

We appreciate your patience and understanding while we work to complete this improvement project. If you have further questions about this project, please contact our customer service center at 1-800-652-6987.

Sincerely,

Jim Schaller
New Jersey American Water