How do we know what our customers care about most? We asked. We surveyed 1,000 American Water customers to learn what they liked, didn’t like and felt was most important. Your feedback helped us streamline your water bill, so it’s simpler and easier to understand. Here’s what you’ll find:

SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

MAKING IT EASY TO UNDERSTAND YOUR NEW BILL

FULL-COLOR DESIGN
Makes your bill easier to read.

ACCOUNT MESSAGES
If it’s related to this billing cycle, you’ll find it here.

SIMPLIFIED FRONT PAGE
Shows you the most crucial information.

AMOUNT DUE AND DUE DATE
The first thing everyone looks for is as clear as can be.
Approximately 13.00 percent, or $6.47 of your current charges, reflect Gross Receipts and Franchise Taxes paid to the state of New Jersey and largely distributed to New Jersey municipalities. Please update your contact information at www.amwater.com/myaccount in order to ensure you receive notifications of water-related emergencies, service outages, and more. You can enter up to three phone numbers and three email addresses.

For more information about your charges and rates, please visit: https://amwater.com/njaw/rates

INFO AND EDUCATION
Get useful tips on saving time, saving energy and staying safe throughout the seasons.

INTEGRATED MATERIAL
Helps you stay informed while cutting down on paper clutter.

OTHER WAYS TO PAY
Don’t want to mail a check? Here’s how to pay by phone, online or with Auto Pay.

METER READING
Monitor your current and historic usage.

WATER USAGE GRAPH
How this month stacks up against your whole year.

CHARGE BREAKDOWN
Every penny of your bill is accounted for here.