



# MAKING IT EASY TO UNDERSTAND YOUR NEW BILL

## SIMPLE BILLING. ONE MORE WAY WE KEEP LIFE FLOWING.

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:

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**NEW JERSEY AMERICAN WATER**  
WE KEEP LIFE FLOWING™

**Service Address:**  
JOHN DOE  
123 MAIN ST  
ANYTOWN, NJ 08889-2018

**THANK YOU FOR BEING OUR CUSTOMER.**

**Important Account Messages**

- Want to get to know us better? Visit [www.newjerseywater.com](http://www.newjerseywater.com) to learn more about the services we provide.
- Want more convenience and less clutter? Try paperless billing. We send an email when your bill is available for viewing and include an option to pay. It's simple to sign up, just register or log into My Account at [amwater.com/myaccount](http://amwater.com/myaccount) and make the selection for paperless billing.

For more information, visit [www.newjerseywater.com](http://www.newjerseywater.com)

**Monthly Statement**

Account No. **1018-999999999999**

Total Amount Due:	<b>\$49.76</b>
Payment Due By:	<b>January 2, 2019</b>

**Billing Date:** December 10, 2018  
**Service Period:** Nov 07 to Dec 08 (30 Days)  
**Total Gallons:** 5,000

**Account Summary – See page 3 for Account Detail**

Prior Billing:	\$52.06
Payments:	\$52.06
<b>Balance Forward:</b>	<b>= \$0.00</b>
Service Related Charges:	+ \$49.76
<b>Total Amount Due:</b>	<b>= \$49.76</b>

**SAMPLE BILL**

Account No. **1018-999999999999**

Total Amount Due:	<b>\$49.76</b>
Payment Due By:	<b>January 2, 2019</b>

**Amount Enclosed \$**

**NEW JERSEY AMERICAN WATER**  
Box 371331  
Pittsburgh PA 15250-7331

**Service to:** 123 MAIN ST  
ANYTOWN, NJ 08889-2018

JOHN DOE  
123 MAIN ST  
ANYTOWN, NJ 08870

**NEW JERSEY AMERICAN WATER**  
BOX 371331  
PITTSBURGH PA 15250-7331

00010189999999999999000000000005182013

**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.

Messages from New Jersey American Water

- 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](http://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 water conservation tips and ways to save money on your monthly bill, visit us online. Under **Water Information**, select **Wise Water Use and Detecting Leaks**.



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

**CUSTOMER SERVICE: 1-877-426-6999**  
HOURS: M-F, 7am-7pm • Emergencies 24/7  
TTY/DD FOR THE HEARING IMPAIRED: 711  
(and then reference Customer Service Number listed above)

- SERVICES**
- **Go Paperless:** Save time. Save money. Sign up for Paperless Billing and Auto Pay on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.
  - **Disputes:** If you have questions or complaints about your bill, please call us at 1-800-272-1325 before the due date.
  - **H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, contact our program administrator, NJShares, at 1-877-852-9426. For more information and links to other New Jersey utility assistance programs, visit us online at [newjerseyamwater.com](http://newjerseyamwater.com). Under Customer Service & Billing, select Low Income Program.

- **Payment by Check:** Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you. Returned Check Fee: If you submit a payment by check or direct debit that is returned by the bank as uncollectible, you will be charged a handling fee for each direct debit or check debt returned as outlined in New Jersey American Water's tariff. The current bill and handling charge will need to be paid by cash, certified check, money order or bank check.
- **Paying by mail?** Please remember to include your payment coupon and do not send cash. Payments can be mailed to: New Jersey American Water, BOX 371331, Pittsburgh, PA 15250-7331
- **Reconnection Fee:** If your service is discontinued, a reconnection fee will be applied. Before water service is restored, the outstanding balance and the reconnection fee must be paid in full, or satisfactory arrangements must be made to pay the bill in full. These reconnection fees are located within the tariff covering your service territory.
- **Correspondence:** Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.

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

**EXPLANATION OF OTHER TERMS**

- **Estimated Bill:** This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.

Board of Public Utilities: New Jersey American Water is regulated by the New Jersey Board of Public Utilities (NJSPU). Customers may contact the Division of Customer Assistance, 44 South Clinton Avenue, 3rd Floor Post Office Box 350 Trenton, New Jersey 08625-0350 at 1-800-624-0241 and 609-341-9188. Please do not send payments to this address.

**SAMPLE BILL**

Address Change(s)  
Name  
Address  
City  
State  Zip Code   
Phone Number  Mobile Number  
E-mail Address

**Other ways to pay your bill**

- Auto Pay**
- Online**
- In Person**

Save time and money. With My Account, you can Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay) (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

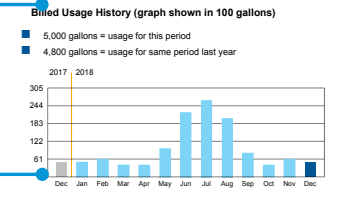
**OTHER WAYS TO PAY**  
Don't want to mail a check? Here's how to pay by phone, online or with Auto Pay.



**Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
90506877	1,000 gal	5/8"	11/07/2018	12/06/2018	404 (A)	409 (A)	5	50.00	5,000
A = Actual E = Estimate 1 Billing Unit = 100 gallons									Total Gallons: 5,000

**METER READING**  
Monitor your current and historic usage.



**Next Scheduled Read Date:** on or about January 07, 2019  
**Account Type:** Residential

Average daily use for this period is: (30 days)  
**167 gallons**

Year to Date Billed Usage: 114,600 gallons

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

**Account Detail** Account No. 1018-999999999999  
Service To: 123 MAIN ST ANYTOWN, NJ 08889

Item	Amount
Prior Billing	52.06
Payments	-52.06
<b>Balance Forward</b>	<b>0.00</b>
<b>Service Related Charges - 11/07/18 to 12/06/18</b>	
Water Service	47.35
Water Service Charge	16.85
Water Usage Charge (50 x \$0.61005)	30.50
Other Charges	2.41
Purchased Water Surcharge (50 x \$0.04817)	2.41
Distribution System Improvement Charge (1 x \$0.00)	0.00
<b>Total Service Related Charges</b>	<b>49.76</b>
<b>Total Current Period Charges</b>	<b>49.76</b>
<b>Total Amount Due</b>	<b>\$49.76</b>

**Understanding Your Bill**

- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection.
- **Water and Wastewater Service Charge:** This fixed charge represents the cost of meter reading, customer billing, accounting and to maintain the meter and service connection to your property.
- **Water and Wastewater Usage Charge:** This charge, which is based on usage, represents the cost related to operating and maintaining source of supply, pumping, treatment, and transmission and distribution facilities as well as the capital cost related to upgrading these facilities. One billing unit equals 100 gallons of water used. If the meter serving your property measures your water in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier for you to understand.
- **Discounted Water and Wastewater Charge:** This discount applies to customers who qualify for New Jersey American Water's low income discount program.
- **Other Charges:** The Distribution System Improvement Charge relates to the capital costs associated with improvements currently being made to the water system that are not included in base rates. The Purchased Water and Wastewater Surcharges are pass through charges that are paid to other companies or other agencies and do not remain with New Jersey American Water.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below:

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

**SAMPLE BILL**



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