



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING™

SERVING ONE OUT OF EVERY THREE PEOPLE IN NEW JERSEY

New Jersey American Water has been providing high-quality, reliable water and wastewater service to customers statewide for more than a century.



CUSTOMER SERVICE

1-800-272-1325

Hours:

M-F, 7 a.m. to 7 p.m.

For emergencies:

We're available 24/7

As a customer, you have access to our self-service website, **My Account**. Here, you can view and pay your bill, sign up for our Auto Pay and Paperless Billing program, turn your water service on or off, view your water use history and more. Once you receive your account number with your first bill, register online at www.amwater.com/myaccount.



WELCOME TO NEW JERSEY AMERICAN WATER



It's a privilege to serve you!

Welcome to New Jersey American Water. We are proud to have you as a new customer. Our focus

is to provide you with around-the-clock, safe, reliable service each and every day, and we have the people and technologies in place to get the job done right.

We are the largest investor-owned water utility in the state, providing water and/or wastewater services to approximately 2.7 million people in 192 communities. Our 800-plus employees are dedicated to serving you, whether it be meeting state and federal drinking water standards or investing millions each year to upgrade our infrastructure.

If you have any questions about your service, don't hesitate to call. Our customer service professionals are available to assist. Thank you for allowing us to serve you. It really is a privilege.

Sincerely,

Cheryl D. Norton
President



**SERVICE. ONE MORE WAY
WE KEEP LIFE FLOWING.**

INVESTED IN OUR FACILITIES

Our team of experts continuously monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires investing millions each year in our infrastructure, including treatment plants, tanks, pump stations, pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water. **Statewide, we invested more than \$330 million in 2018 alone to improve the water treatment and pipeline systems.**

COMMITTED TO WATER QUALITY

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Our water quality and treatment plant operators perform thousands of tests every day for about 100 regulated contaminants at our nearly five quality control labs. Plus, we have access to American Water's Central Laboratory – one of the most advanced water quality labs in the country.

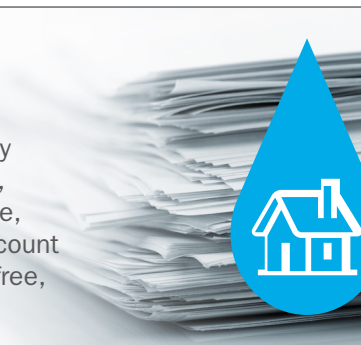
We take water quality so seriously that **five of our water treatment plants have been nationally recognized with Directors Awards** from the U.S. EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.





GO PAPERLESS

Sign up for Paperless Billing. We'll notify you by email when your bill is available to view online, eliminating the need for a hard copy. It's simple, secure and clutter-free! Enroll today on My Account at www.amwater.com/myaccount. It's clutter-free, eco-friendly and FREE!



CONSUMER RIGHTS

1. You have the right to utility service if you are a qualified applicant.
2. You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payments on past due bills.
3. You are entitled to at least one deferred payment plan in one year.
4. You have the right to have any complaint against New Jersey American Water handled promptly.
5. You have the right to call upon the New Jersey Board of Public Utilities (NJBPU) to investigate your utility complaints and inquiries. Your service may not be terminated for non-payment of disputed charges during an NJBPU investigation.
6. If you suspect the meter is not working properly, you have the right to have it tested free of charge, once a year, by New Jersey American Water.
7. You have the right to a written notice of termination, 10 days prior to the discontinuance of service.
8. Residential service may be shut-off, after proper notice, Monday through Thursday, 8 a.m. to 4 p.m. A utility may not shut-off residential service on Friday, Saturday, Sunday or a holiday or the day before a holiday or if you have a valid medical emergency.
9. If you live in a multi-family dwelling, you have the right to receive posted notice of any impending shut-off. This notice must be posted in a common area and/or sent individually to occupants.
10. You have the right to have a "diversion of service" investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high.

HOW TO READ YOUR BILL

New Jersey American Water costs less than a penny per gallon for the average residential customer. For more information on how to read your bill and an explanation of the charges, visit us online. Under the Customer Service menu, select **Billing & Payment Information**. To learn more about our rates, select **Rates Information**.

PAYMENT OPTIONS

We understand how busy life can be, so we offer several convenient payment options. This includes paying by mail, in person, by phone or online. We also accept payments electronically through our automatic payment program (no checks to write and no stamps required)!

CUSTOMER ASSISTANCE

For nearly a decade, New Jersey American Water has been lending a hand to customers in need through its H2O Help to Others Program™. The program offers assistance to customers who qualify in two ways:

- Grants of up to \$500
- A 100 percent discount on the monthly fixed service charge for water

For more information, contact our program administrator New Jersey SHARES toll-free at 1-877-652-9426.



PARTNERING WITH OUR COMMUNITIES

New Jersey American Water takes an active part in the communities it serves by supporting environmental and educational initiatives related to water. We also believe it's important to educate customers about the value of water service. From second-grade students exploring the water cycle to civic group members interested in learning more about the water treatment process, our speakers bureau has something for everyone! To learn more, visit newjerseyamwater.com/community.