

SERVING ABOUT 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

Customers also have around the clock access to our mobile-friendly, self-service website **MyWater** to view and pay their bill online, track water use history, sign up for paperless billing and more. Register today at amwater.com/mywater.



GET TO KNOW US

New Jersey American Water is the largest water service provider in the state, serving approximately 2.9 million people in more than 190 communities. We also provide water service to 31 additional communities through bulk purchase water agreements. More than 850 highly-skilled professionals including water quality specialists, distribution and field service personnel, plant operators, meter readers, and engineers, carry out the company's foremost priority of providing safe, reliable water and wastewater service to our customers.

INVESTED IN OUR FACILITIES

Our team of experts monitors, maintains and upgrades our facilities to continue to operate efficiently and meet 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 \$520 million in 2024 to improve the water treatment and pipeline systems.**

HIGH-QUALITY WATER SERVICE

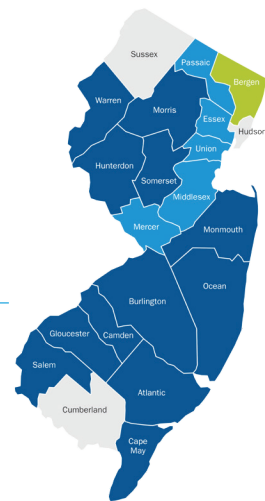
We have an exceptional track record of meeting or surpassing water quality standards. Each year, our team of experts performs thousands of tests statewide on the water before it leaves our treatment plants and in the pipes we use to deliver your water service, monitoring for more than 90 contaminants. Plus, we have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis.

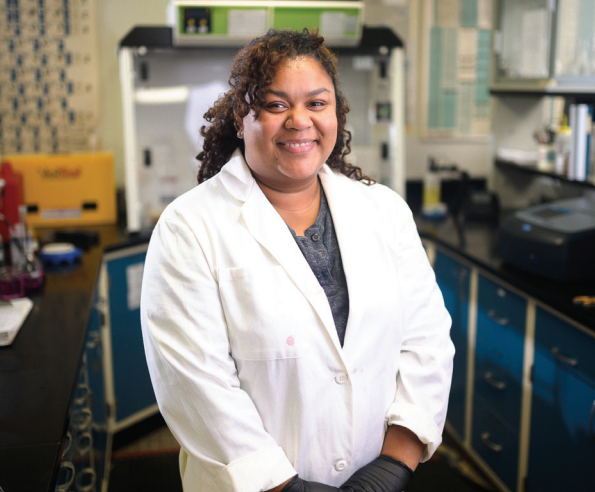
PARTNERSHIP FOR SAFE WATER AWARDS

We've earned five Directors Awards from the U.S. EPA's Partnership for Safe Water program for our long-term commitment to optimizing operations and achieving outstanding performance.

PROVIDING SERVICE TO CUSTOMERS IN MORE THAN 190 COMMUNITIES IN 18 COUNTIES

- Water Service
- Water & Wastewater Service
- Wastewater Service





LENDING A HELPING HAND

Through our H2O Help to Others Program™, we offer financial assistance for water and wastewater customers who qualify.

- **Grants:** up to \$500
- **Universal Affordability Discount:** discounts are available on the monthly fixed service charge and volumetric charge for water and wastewater.
- **Water-saving Devices and Education**

For more information, visit newjerseyamwater.com, or contact our program administrator SHARES, toll-free, at 1-877-652-9426 (1-877-NJAWH2O) or visit sharesnation.org.

NEW JERSEY AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
More than 190 communities in 18 counties. We also provide water service to 31 additional communities through bulk purchase water agreements.
- **CUSTOMERS SERVED**
Approx. 727,800 water customers (93% residential, 7% commercial and industrial); 74,700 wastewater service customers
- **EMPLOYEES**
More than 860
- **TREATMENT FACILITIES**
Water: Seven surface water treatment plants and 228 wells
Wastewater: 25 sewer treatment plants
- **MILES OF PIPELINE**
10,448 miles of water main and 726 miles of sewer main
- **SOURCE OF SUPPLY**
89% surface water, 10% groundwater and 1% purchased water
- **DIRECTORS AWARDS**
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COMMUNITY PARTNER

Here are just a few ways we take an active part in our communities:

- **American Water Charitable Foundation Water and Environment Grants:** Grants focus on clean water, conservation, environmental education, climate variability, and water-based recreation.
- **Speakers' Bureau:** We provide presentations on water-related topics.
- **Volunteer Firefighting Support Grants:** Provides grants of up to \$2,500 to assist volunteer emergency service organizations.
- **Community Advancement Grant Program:** Grants support projects that promote equal opportunities and representation for all within our communities.
- **Bottle Filling Grant Program:** Provides grants of up to \$2,500 to purchase a water bottle filling station.
- **Protect Our Watershed Art Contest:** Open to sixth graders, the contest encourages students to utilize their artistic talents to express the importance of protecting our water resources.
- **Girl Scout Patch Program:** The first of its kind in New Jersey, the patch program focuses on protecting drinking water sources and discovering water industry careers.
- **Workforce Development:** Programs connect young adults from underserved populations with training and career opportunities.

Learn more about these programs at newjerseyamwater.com/community.

