

We aim to make doing business with us as easy as possible.

We want to make sure you can quickly and easily find the information you care about most on the first page. Then, if you want to dive a little deeper into the details, we include more information on the following pages. How do we know what our customers care about most? Simple. We asked. We surveyed 1,000 American Water customers to learn what they liked, didn't like and felt was most important. This feedback helped us streamline the water bill, so it's simpler and easier to understand. Here's a quick overview of what you'll find.

NEW JERSEY AMERICAN WATER	Monthly Statement	Page 1 of 1000003138/18	
WE KEEP LIFE FLOWING"	Account No.1018-999999999		
WE KEEP LIFE FLOWING	Total Amount Due:	\$113.52	
Service Address:	Payment Due By:	October 8, 2020	
FIRSTNAME LASTNAME 123 Main STREET YOURTOWN, NJ 07948-9999	Billing Date: Service Period: : :	September 16, 2020 Sep 05 to Oct 06 (32 Days) 5,000	
	Account Summary - See p	age 2 for Account Datal	
Important Account Messages	Prior Billing:	\$110.20	
· Want to get to know us better? Visit	Payments:	\$110.20	
www.newjerseyamwater.com to learn more about the services we provide.		\$00.00	
	Balance Forward:		
 Did you know contacting us on a Monday or the day following a holiday will result in longer wait times? 	Service Related Charges:	+ \$113.52	
Consider contacting us on a different day of the week for a suicker response.	Total Amount Due:	\$113.52	
Verw your account information or pay your bit with the wine analysis control by Account Pay by Phone *: Pay anytims at 1-855-748-8008 *: Conversione for any apply Customer Service: 1400-027-1205 #: 7 Zoans to 1000m *: Companyona 247 *: Nasan Actor botto putto anti-putto anti-putto actor.		018.099999999999	
815745828	Account No.	\$113.52	
A. NEW JERSEY	Payment Due By:	October 8, 2020	
AMERICAN WATER	Payment Due By.	0000001 8, 2020	
WE KEEP LIFE FLOWING" RANTOLE, & 61856-8523			
Service to: 123 MAIN STREET VOLIRTOWN, NJ 07546-9959	Amount \$		
FIRETNAME IZJ MAN STREET VOLRTOWN, NJ 67546-9999	NEW JERSEY AMERICAN W PO BOX 371331 PITTSBURGH PA 15250-7331	ATER	
00010189999999	3999000000000058646019		



1 Your account number.

Easy to find amount due and due date.

Important messages related to your account.

High-level account summary.

How to reach us if you have questions.

2 Important messages and educational information, from tips

on how to save water and prevent frozen pipes, to information on the services we offer to make doing business with us easier.

Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.

AMER	CAN WA	TER						Page 3 of 100000313878
er Readir	ig and Usa	iae Sumr	narv					
	easure Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
0000 1,	000 gal 5/87	09/05/2020	10/06/2020	145 (A)	150 (A)	5	50.00	5,000
5,000 gali	nate History (grap ons = usage for t usage for same	his period			Next Sc Account	heduled Read Da Type:	Total Gallons: e: on or about Residential	5,000 November 05, 2020
«	2019 2020	i period laat ye	ur -	_		Average		
12 59 06					thi	aily use for s period is: (32 days)		156 Illons
	Dec Jan Feb	Mar Apr May	, se at	ng Sep Cul		Year to Dat	e Billed Usage:	31,000 gallens
Series To: 2020AI STREET CONTINUEND, NU DIPAGA000 Prior Enting 115.23 Paymenta 115.23 Bahnes Forward 00.00 Bannes Forward 00.00 Words stress 01.50.1000/ Waster Stress Charge (20.50.1000/) 50.20 Words stress Towns (20.000/) 50.20 Other Charge (20.50.100/) 50.20 Other Charge (20.000/) 50.21 Charge Charge (20.000/) 50.21 Deal Street Restander Charge (20.1000/) 50.21 Todal Street Restander Charge (20.1000/) 11.52				0.20 mth 0.20 set 0.20 Set 0.00 rep 0.00 r	 Martin d'ages a dejantes 16 marses partes l'ages a desta desta de la construcción de la constru			
						ently being made	to the water sys	tern that are not
	Current Per	ioo charge	25	\$113.	52 No 52 No 4 No 52 No 52 No 50 50 50 50 50 50 50 50 50 50 50 50 50	uded in base rates charges are pass spanies or other a v Jersey American rrage Daily Use: " we represent your rig period. Trackin manage your ow I have guestions."	 The Purchase through changes gencies and do i vWater. The gallons show average daily w g the amount of rail water use fit ? We are here to is are available i 	I Water and Wastewater that are paid to other not remain with win in the water droplet ater use for the oursent water you use can help on month to month, in help. Our customer M–E, 7 am. to 7 p.m.

3

Account details and a description of charges.

Meter reading information.

Water usage graph. (This can be a useful tool to see how much water you use throughout the year to help identify ways to save water and money!)

Each month, we may also include a page that focuses on a topic or service that's useful for you.





Mark McDonough President

Welcome to New Jersey American Water! Your water and/or wastewater service is in good hands.

Every day, our team of experts delivers millions of gallons of high-quality water and/or wastewater service to approximately 2.8 million people in more than 190 communities across the state.

We recognize the trust you place in us to deliver safe drinking water service to your home or business and/or treat the wastewater so that it can be returned safely to the environment. And, it's a responsibility we take seriously. Whether it be meeting or surpassing drinking water standards, protecting our precious water resources, or investing millions in system upgrades. we push ourselves to improve. We do this because we care about our customers as much as we care about water.

We are excited to be your new water and/or wastewater service provider. Enclosed is helpful information about our company and the services we offer. And, if you need us, we're here to assist.

Sincerely,

Mark McDonough President

For more information on how to read your bill, visit newjerseyamwater.com. Under Customer Service & Billing, select Billing & Payment Info, then click How to Read Your Bill.

07-2022



NEW JERSEY American Water

WE KEEP LIFE FLOWING®



Fix household leaks and save up to 20 gallons of water a day (and money, too)! For more wise water use tips, visit newjerseyamwater.com.





CUSTOMER SERVICE YOUR WAY

AT YOUR FINGERTIPS — ANYTIME, ANYWHERE

Prefer to handle your business online? **MyWater** might be your answer. Here are just a few of the things you can do anywhere, any time.

- View and pay your bill.
- · Sign up for our Auto Pay and Paperless Billing programs.
- · Activate or deactivate your water service for residential customers.
- Tell us how you want to receive emergency and nonurgent alerts (by phone, text and/or email).*
- · Report a water or wastewater emergency.
- Update your contact information.
- Enroll in budget billing or see if you qualify for an installment plan.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Once you receive your account number with your first bill, register online at **mywater.amwater.com**.

* Standard text, data and phone rates may apply.



RIGHTS & RESPONSIBILITIES

High-quality, reliable water service is more than a goal of ours—it's your right as a customer. Learn more about your rights and responsibilities as a water utility customer. Visit **newjerseyamwater.com**. Under Customer Service & Billing, select "Rights & Responsibilities" or call our Customer Service Center.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

EASY PAYMENT OPTIONS

AUTO PAY

Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

ONLINE

Visit www.amwater/billpay or pay online using MyWater. Please note that our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through MyWater.

BY MAIL

Mail your check to the address provided on your bill. No cash, staples or paper clips, please.

BY PHONE

24/7 at 1-855-748-6066. Please note, there is a \$1.95 transaction fee.

IN PERSON

To find an authorized payment location near you, visit **newjerseyamwater.com**. Under Pay My Bill, select Pay In Person.

THROUGH A THIRD PARTY

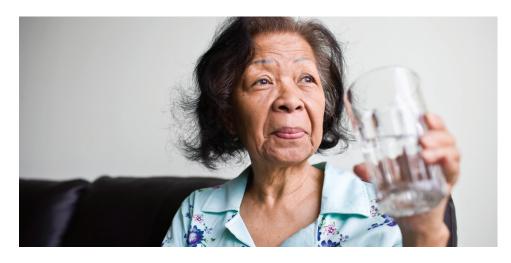
If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit **mywater.amwater.com** to choose how you want to be notified and update your contact information.

QUALITY ON TAP

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. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis. To view a copy of your community's water quality report, visit **newjerseyamwater.com**.



CUSTOMER ASSISTANCE PROGRAM

We offer financial assistance for low-income customers who qualify, including grants of up to \$500 a year and discounts on the monthly service fee. Learn more online. Under "Customer Service & Billing," select "Bill Paying Assistance." To see if you qualify, contact the New Jersey SHARES, our program administrator, at 1-877-652-9426 (1-877-NJAWH20) or visit www.njshares.org.

LOCAL TO THE CORE

We're active in our communities. Here are a few of our programs:

- Environmental Grant Program
- Volunteer Firefighting & Emergency Responder Grants
- Plant tours and an active speakers' bureau
- Community Events

To learn more, visit newjerseyamwater.com/community.







third party.





GUARD AGAINST UTILITY IMPOSTERS

Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. Plus, we <u>never</u> collect money or credit card information from customers in the field. If you suspect an imposter is at your door, don't allow him or her in and call us to confirm it's our service person.

QUESTIONS?

If you need us, we're a phone call away.

CUSTOMER SERVICE 1-800-272-1325

Hours: Monday-Friday, 7 a.m. to 7 p.m. For Emergencies: We're available 24/7.



NEW JERSEY American Water

WE KEEP LIFE FLOWING®



WATCH US youtube.com/njamwater