

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

New Jersey American Water – Short Hills Failure to Meet Treatment Requirements

Our water system recently violated a drinking water requirement. Although this incident was not an emergency, as our customers, you have a right to know what happened and what we did to correct this situation.

On May 2, 2025 New Jersey American Water – Short Hills Well Field experienced a malfunction in its disinfection equipment, which resulted in not meeting treatment requirements for maintaining sufficient disinfectant levels at the station. Please be assured that at no time was there any evidence of contamination in our source water. We take water quality very seriously and have taken immediate steps to correct the issue and help ensure continued compliance with all safety standards.

What should I do?

There is nothing you need to do. You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, consult your doctor.

If you have a severely compromised immune system, have an infant, are pregnant, or are elderly, you may be at increased risk and should seek advice from your health care providers about drinking this water. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1-800-426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified within 24 hours.

Inadequately treated water may contain disease-causing organisms. These organisms include bacteria, viruses, and parasites which can cause symptoms such as nausea, cramps, diarrhea, and associated headaches.

These symptoms, however, are not caused only by organisms in drinking water, but also by other factors. If you experience any of these symptoms and they persist, you may want to seek medical advice.

While we have not detected any evidence of contamination or other health threats in our source water, we are still committed to maintaining the required level of treatment to the water from the Short Hills Wells Field to eliminate any potential risk of contamination.

What is being done?

After we became aware of the loss of disinfectant, New Jersey American Water removed the facility from service. We added additional levels of alarms and safeguards to the disinfection system to resolve this matter and prevent it from happening in the future before returning the facility to service on May 19, 2025.

Only a portion of our service area, specifically parts of Millburn/Short Hills and Springfield were affected by this public notice. A map illustrating the affected area is attached.

For more information, your local Water Quality team via email at NJWaterQuality@amwater.com. General guidelines on ways to lessen the risk of infection by microbes are available from the EPA Safe Drinking Water Hotline at 1-800-426-4791

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

This notice is being sent to you by NJ American Water – Short Hills]; PWSID#: NJ0712001
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Short Hills Station Service Area (NJ0712001) Area of Interest



