



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, **MyWater**. 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 [amwater.com/mywater](http://amwater.com/mywater).



# 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 2.8 million people in 190 communities. Our 850-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,

Mark McDonough  
President

## INVESTED IN OUR FACILITIES

Our team of experts regularly monitor, maintain and upgrade 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. **Each year, we invest more than \$450 million to improve the water and wastewater treatment and pipeline systems.** We do this because we care about our customers as much as we care about water.

## HIGH-QUALITY WATER SERVICE

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 more than 90 regulated contaminants. We deploy thousands of online monitors that consistently read water quality. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis.

## PARTNERSHIP FOR SAFE WATER AWARDS

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 our long-term commitment to optimizing operations and achieving outstanding performance.

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



## ENVIRONMENTAL STEWARDSHIP

We are committed to protecting the environment, and to finding ways to use our most precious resource wisely. As we work to provide water and wastewater services to our customers, we also work to prevent pollution, promote sustainability, and enhance the natural environment.

We have a consistent history of complying with, and in many cases surpassing, the standards set by environmental laws and regulations. In fact, this is the foundation on which we build our environmental performance.

Our commitment to the environment extends beyond the quality of our water into the heart of who we are - your local water company. We are stewards of the communities we serve, and we are proud of the role we play in protecting our environment.



## 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 MyWater at [amwater.com/mywater](http://amwater.com/mywater). It's clutter-free, eco-friendly and FREE!



## HOW TO READ YOUR BILL

New Jersey American Water costs about 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 Your Water and Wastewater Rates.

## 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 two decades, New Jersey American Water has been lending a hand to customers in financial need through our H2O Help to Others Program™. The program offers assistance to customers who qualify in three ways:

- **Grants:** up to \$500
- **Service Charge Discounts:** up to 100 percent discount on the monthly fixed service charge for water and wastewater (not greater than a 1" meter charge).
- **Water-saving Devices and Education**

In addition, customers who receive Social Security benefits or Medicare coverage, who qualify for the service charge discount, are also eligible to receive a discount off the monthly DSIC charge. For more information, visit [www.newjerseyamwater.com/H2Oprogram](http://www.newjerseyamwater.com/H2Oprogram), or contact our program administrator New Jersey SHARES, toll-free, at 1-877-652-9426 (1-877-NJAWH2O) or visit [NJShares.org](http://NJShares.org).



## 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](http://newjerseyamwater.com/community).