

FREQUENTLY ASKED QUESTIONS

The City of Camden will begin partnering with American Water Contract Services to provide sewer utility services. This change is part of the City's ongoing effort to provide you with high-quality, reliable sewer utility services.

Will I have a new billing account number? Yes, the newly designed City of Camden utility bill will include **new customer and account numbers** that will be displayed in the top right corner of your new bill. You will need to use these numbers to process a bill payment on-line or by phone. You may contact Customer Service beginning on February 1, 2016 for this new customer and account number. It will also be included in your bill received in or after February 2016.

Will there be changes to my water bill? No, your New Jersey American Water or Merchantville/Pennsauken Water bill will not be impacted by this change.

Will my bill look different? Yes, the new bill will be printed in green ink and will include a detailed list of charges and additional customer messages. An insert showing the details of the new bill format will be included with your first bill.

Is there a new mailing address that will come with the new bill? Yes, there will be a new address where you mail in your payment which will be preprinted on the remittance coupon included on your bill. Simply complete the coupon and mail it back in the return envelope provided with your statement.

Can I still pay my bill in person? Yes, you may continue to make payments at the same payment location, the PNC Bank located at Broadway and Market Street, during normal business hours of 9 AM to 3 PM, Monday to Friday.

Will there be new online payment options available? Yes. However, you must use your **new customer and account numbers**. In addition to paying in-person, other payment options include:

- **Credit Card** – Beginning with your bill received in February, if you choose to pay your bill by credit/debit card you will be charged a convenience fee, either the minimum \$1 or 2.8% of the total bill (whichever is higher) by the credit card processor. This charge does not go to the City or American Water Contract Services; this is a fee charged directly by the credit card processing company.
- **Recurring Credit Card** – To enroll with recurring/repeating credit card payments, call the new Customer Service center at **1-855-769-3164** to set up these recurring credit card payments after February 1, 2016. You will be charged a convenience fee, either the minimum \$1 or 2.8% of the total bill (whichever is higher) by the credit card processor. This charge does not go to the City or American Water Contract Services; this is a fee charged directly by the credit card processing company.
- **Online Bill Pay Through Your Bank** – If you wish to use Online Bill Pay through your bank, you will need to set up a new payee in your bank's bill pay option. When you set up the City of Camden as a new payee you ***must include*** your **new customer number, new account number, and new billing address** that will be displayed in the top right corner of your new bill.
- **ACH (Automatic Payment) Through Your Bank** – If you are interested in setting up automatic payments through your bank account, please call the new Customer Service center after February 1, 2016 at **1-855-769-3164**. ***PLEASE NOTE: The charge on your bank statement will read as GMWLLC UTILITYPMT.***
- **Online Account Management** – You can manage your account online via the City of Camden's U2You customer portal at <https://camdennj.gwfathom.com>, available on February 1, 2016. From the customer portal you can also see your payment history, account information, bill reprints and online bill payments.
- **PAPERLESS BILLING**: Your current set up will **not carry over**. To sign up, visit <https://camdennj.gwfathom.com>, available on February 1, and click on the "Go Green" tab.