



100 S. 17th Street
Camden, NJ 08105

First Name Last Name

Address Line 1

Address Line 2

Camden, NJ ZIP

Your Water and Sewer (Wastewater) Utility Bill is Changing

Beginning on February 1, 2016 the City of Camden will begin partnering with American Water Contract Services to provide water and sewer utility services to your community. This change is part of the City's ongoing effort to provide high-quality, reliable water and sewer services to you, our customer. American Water Contract Services is partnering with FATHOM to provide Customer Service and Billing to the City of Camden, NJ customers.

It is our goal to make this change as smoothly as possible and so we would like to make you aware of a few important items:

❖ **Changes to Your Bill** – You will continue to receive your City of Camden water and/or sewer bill at about the same time every month that you receive it now. The ***most important*** change in your new bill will be the **new customer and account numbers** (example: 0000123456-001234567). You will receive this new account number in the bill you receive in or after February 2016. You may also call Customer Service at 1-855-769-3164 to request this number after February 1st.

Changes in Paying Your Bill:

- ❖ **Mail-in Bill Payment Address** – If you mail your payment, there will be a new address printed on the payment coupon included in your bill. Simply complete the coupon and mail it with your payment in the return envelope provided.
- ❖ **Paying In-Person** – You may continue to pay your bill at the same payment office, the PNC Bank located at Broadway and Market Street during normal business hours of 9 AM to 3 PM, Monday to Friday.
- ❖ **Paperless Billing and Recurring Payment Services** – Any paperless billing, recurring credit card payments, or other electronic bank payments that you had previously set up **WILL NOT** carry over. As of February 1st you will have to re-establish these services.

We are excited about the partnership and appreciate your understanding as we make this transition to help better serve you. On the back of this letter are answers to some frequently asked questions.

Sincerely,

American Water Contract Services
& the City of Camden