



AMERICAN WATER

P 1.855.769.3164

[Camdenwaterandsewer@amwater.com](mailto:Camdenwaterandsewer@amwater.com)

December 12, 2019

Dear Customer,

American Water Operations and Maintenance Services (AWO&M), on behalf of the City of Camden, will transition to a new water billing system for drinking water and wastewater services called Utility Management Billing System (UMBS) over the next few weeks. During this time, we will strive to limit the inconvenience to customers as we make necessary improvements to our billing systems.

Most importantly, this billing system transition will change existing customers' account numbers. Customers' new account numbers will appear on bills received after January 1, 2020. Customers' billing records associated with their old account numbers will be archived.

The transition does require a brief interruption in online payment services, beginning December 16, 2019 and extending through mid-January 2020. We apologize for any inconvenience this may cause. Customers can continue to remit payments by mail or by visiting our local customer support office located within the PNC Bank, 110 North Broadway, Camden New Jersey 08102.

While online payment systems are impacted, customers who pay bills via bank transfer will continue to be able to do so. However, any automatic or recurring payments must be updated to reflect the new account number as soon as it is received.

Our customer support representatives are happy to answer any questions you may have about how this may impact your billing and payment process. They are also available to address requests for new services, service orders, and emergencies at 1-855-769-3164 between 9:00 a.m. and 3:30 p.m. Monday through Friday.

Mail payment checks to:                      City of Camden via AWE-CSG  
   P.O. Box 822192  
   Philadelphia, PA 19182-2192

**Note for New Jersey American Water customers:** The account number associated with your wastewater/sewer collection services will change. However, there are not any changes to your drinking water account number.

Thank you,

Vincent V. Quarles  
Director of Operations  
Contract Services Group, American Water