

ABOUT NEW JERSEY AMERICAN WATER

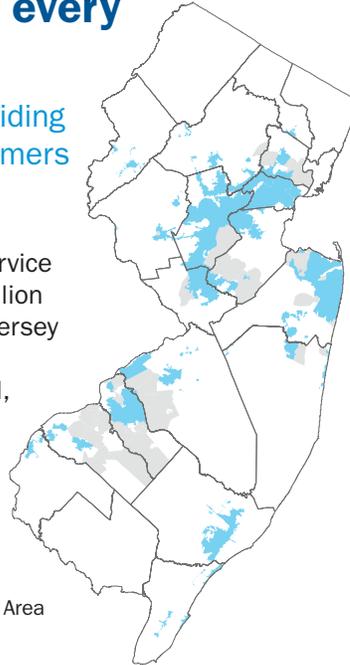


Serving more than one out of every three people in New Jersey.

New Jersey American Water has been providing high-quality, reliable water service to customers statewide for more than a century.

New Jersey American Water is the largest water service provider in the state, serving approximately 2.7 million people in 190 communities. More than 800 New Jersey American Water employees, including water quality specialists, distribution and field service personnel, plant operators, meter readers, and engineers, carry out the company's foremost responsibility of providing high-quality, reliable water and wastewater service to our customers around the clock.

 New Jersey American Water Service Area
 Bulk Sales Area



Constantly investing in our facilities

Our team of experts continuously monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires constantly upgrading our infrastructure, including treatment plants, tanks, pump stations, fire hydrants and metering equipment.

In fact, **every year, New Jersey American Water spends hundreds of millions on water and wastewater system improvements** at its treatment facilities and in its distribution systems. These projects help to improve water quality, service reliability and fire protection for the communities we serve. And, they create jobs. According to the U.S. EPA, every job in water and sewer creates three new jobs; \$1 billion in water infrastructure creates 40,000 jobs.

Less than a penny per gallon—a real value

In 2016, New Jersey American Water invested approximately \$350 million—nearly \$1 million a day—in its treatment and distribution facilities to ensure that you receive quality, reliable water service. At the same time, the cost of tap water remains less than a penny per gallon. That's an exceptional value. For most customers, the water bill is the lowest utility bill they pay each month.



New Jersey American Water Facts at a Glance

- **Communities Served:** 190 communities in 18 counties
- **Customers Served:** 623,000 water customers (93% residential, 7% commercial and industrial); 34,000 wastewater customers
- **Employees:** >800
- **Treatment Facilities:** 7 surface water treatment plants with a combined capacity of 350 million gallons of water a day (MGD). 247 wells with a combined capacity of 110 MGD.
- **Miles of Pipeline:** 8,900 miles from 2 to 72 inches in diameter (8,500 miles of this is water pipeline)
- **Storage and Transmission:** 158 water storage tanks and 121 booster pumping stations
- **Source of Supply:** 72% surface water, 23% groundwater and 5% purchased water
- **Valves:** 170,000
- **Fire Hydrants:** 45,000





High-quality water service

Providing high-quality water service is our business. We monitor water quality every step of the way, taking thousands of samples every day. From source to tap, and we know what it takes to provide water that meets or surpasses state and federal drinking water standards.

Our team of water quality and operations experts operate five quality control laboratories throughout New Jersey. We also have access to American Water's central laboratories in Belleville, Illinois, one of the most advanced water quality laboratories in the U.S.

We take water quality so seriously that five of our water treatment plants, have been nationally recognized with Directors Awards for participating in the U.S. EPA's Partnership for Safe Water program. Our plants earned this prestigious award for surpassing federal and state drinking water standards.

Around the clock service

Our customer service representatives are available to answer your questions at 1-800-272-1325. Hours: M-F, 7 a.m. to 7 p.m. For emergencies, we're available at this number 24/7. Customers also have around the clock access to our mobile-friendly, self-service website **My Account** to view and pay their bill online, track their water use, sign up for Auto Pay and Paperless Billing and more. Register today at amwater.com/myaccount.

Lending a helping hand

For nearly a decade, 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 two ways:

- Grants: up to \$500 (once every three years)
- Service Charge Discounts: 100 percent discount on the monthly fixed service charge for water.

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, or contact our program administrator New Jersey SHARES, toll-free, at **1-877-652-9426** (1-877-NJAWH2O).

Community Partner

We take an active part in the communities we serve and support educational initiatives related to water.

- **Environmental Grant Program:** Provides grants of up to \$10,000 for community-based projects that improve, restore and protect our source water and surrounding watersheds.
- **Speakers' Bureau:** We provide presentations on water-related topics for all ages. If your group is interested in learning more about your water, give us a call at 1-856-782-2391.
- **Volunteer Firefighting Support Grants:** Provides a limited number of grants of up to \$1,000 each to assist volunteer emergency service organizations in our service areas.



For the latest news,
FOLLOW US: [njamwater](https://www.facebook.com/njamwater)

