

Welcome to New Jersey American Water

We've been providing high-quality, reliable water and wastewater service to customers for more than a century, and we're proud to have you as one of our newest customers.



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 2.7 million people in more than 180 communities. Our 800-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,

Robert G. MacLean
President



Learn more!

Scan the QR code to
learn more about New
Jersey American Water!

Invested in our facilities

We are committed to investing in our systems. Our team of experts continuously monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. Each year, we invest millions in our facilities statewide. This level of investment supports or creates hundreds of jobs in construction and other fields.

Committed to water quality

At New Jersey American Water, we have an exceptional track record when it comes to water quality and monitoring. Our team of water quality experts and plant operators monitor your water from source to tap. We perform thousands of tests each year for about 100 regulated contaminants. Plus, we have access to American Water's Central Lab, one of the most advanced water quality laboratories in the United States. Learn more online. Under Ensuring Water Quality, you'll find links to our water quality reports, answers to frequently asked questions and more.

Less than a penny per gallon—a great value

New Jersey American Water invests millions of dollars each year 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



Have questions about our service or billing? Call us.

1-800-272-1325

HOURS: Monday-Friday, 7 a.m. to 7 p.m.

FOR EMERGENCIES: We're available 24/7

Once you receive your account number with your first bill, you can also manage your account online by visiting **My Account** at amwater.com/myaccount.

You can pay and view your bill, Sign up for our Auto Pay or Paperless Billing programs, schedule appointments to turn your water service on or off and view your water usage history. Learn more at newjerseyamwater.com.

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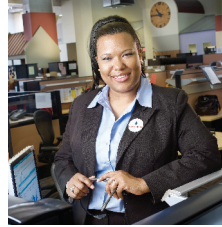
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How to read your bill

New Jersey American Water costs less than 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 **Rates Information**.



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)!

Online self service options

As a customer, you have access to our self-service website, **My Account**. 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 **www.amwater.com/myaccount**.

Customer Assistance

For nearly a decade, New Jersey American Water has been lending a hand to customers in need through its H2O Help to Others Program™. The program offers assistance to customers who qualify in two ways:

- Grants of up to \$500
- A 100 percent discount on the monthly fixed service charge for water

For more information, contact our program administrator New Jersey SHARES toll-free at 1-877-652-9426.

Go Paperless! RECEIVE your bill electronically.

Join the thousands of customers who are enrolled in our **Paperless Billing** program. Sign up today, and eliminate the need for a paper bill to be mailed to you each month. Instead, we'll notify you by e-mail when your bill is available to view online. Plus, you'll have easy access to electronic versions of any materials you would have received with your paper bill, along with past bills to view your usage history. Enroll today. It's clutter-free, green and FREE!



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, call us at 1-800-652-6987.

03-2017

Consumer Rights

1. You have the right to utility service if you are a qualified applicant.
2. You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payments on past due bills.
3. You are entitled to at least one deferred payment plan in one year.
4. You have the right to have any complaint against New Jersey American Water handled promptly.
5. You have the right to call upon the New Jersey Board of Public Utilities (NJBP) to investigate your utility complaints and inquiries. Your service may not be terminated for non-payment of disputed charges during an NJBP investigation.
6. If you suspect the meter is not working properly, you have the right to have it tested free of charge, once a year, by New Jersey American Water.
7. You have the right to a written notice of termination, 10 days prior to the discontinuance of service.
8. Residential service may be shut-off, after proper notice, Monday through Thursday, 8 a.m. to 4 p.m. A utility may not shut-off residential service on Friday, Saturday, Sunday or a holiday or the day before a holiday or if you have a valid medical emergency.
9. If you live in a multi-family dwelling, you have the right to receive posted notice of any impending shut-off. This notice must be posted in a common area and/or sent individually to occupants.
10. You have the right to have a "diversion of service" investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high.