Your bill is designed to provide the information you need to know about your account. The below is provided to help you understand the charges on your water bill.

### CUSTOMER ACCOUNT INFORMATION
- **Account Number:** It's helpful to have your account number handy if you need to call us.
- **Due Date:** Easy to find amount due and due date (plus, what it would cost if it's not paid on time).

### BILLING PERIOD AND METER READINGS
- **Billing Date and Period:** Date the bill was mailed and period the water was used and is being billed for.
- **Next reading on/about:** Estimate of when the next meter reading will be completed.
- **Customer Type:** How the property being served is classified (residential, commercial, industrial, etc.).
- **Meter Reading /Billing Measurement:** How the property is billed, based on the size of the water meter. This represents the cost related to the current and previous billing period; and whether the reading was an actual read or estimated.
- **Total Water Use Comparison:** Amount of water used during the billing period, compared to the same billing period 2017.

### PAYMENT OPTIONS
- **Current Water Charges:** Fixed charge represents operating and capital costs related to treatment and transmission and distribution facilities, as well as the capital costs associated with these facilities.
- Under Customer Service & Billing, select “Your Water and Wastewater Rates.”
- Obtain a list of locations at www.amwater.com/myh2o
- Fix household leaks and save up to 20 gallons of water a day (and money, too!)
- LEARN MORE
- SAVE WATER. SAVE MONEY.
- Service. One more way we keep life flowing.
CUSTOMER SERVICE YOUR WAY

EASY PAYMENT OPTIONS
AUTO PAY
Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

ONLINE
Visit www.amwater/billpay. Please note that our payment partner, Paymentus, charges $1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through My Account.

BY MAIL
Mail your check to the address provided on your bill. No cash, staples or paper clips, please.

BY PHONE
24/7 at 1-855-748-6066. Please note, there is a $1.95 transaction fee.

IN PERSON
To find an authorized payment location near you, visit us online at newjerseyamwater.com (see “Customer Service & Billing”) or call.

THROUGH A THIRD PARTY
If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.

QUESTIONS?
If you need us, we’re a phone call away.
CUSTOMER SERVICE 1-800-272-1325
Hours: Mon.-Fri., 7 a.m. to 7 p.m.
For Emergencies: We’re available 24/7.

SAFETY
GUARD AGAINST UTILITY IMPOSTERS
 Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. Plus, we never collect money or credit card information from customers in the field. If you suspect an imposter is at your door, don’t allow him or her in and call us to confirm it’s our service person.

SERVICE
AT YOUR FINGERTIPS — ANYTIME, ANYWHERE
Prefer to handle your business online? My Account might be your answer. Here are just a few of the things you can do anywhere, any time (even in your pajamas).

• View and pay your bill.
• Sign up for our Auto Pay and Paperless Billing programs.
• Activate or deactivate your water service for residential customers.
• Tell us how you want to receive emergency and nonurgent alerts (by phone, text and/or email).*
• Update your contact information.
• View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Once you receive your account number with your first bill, register online at www.amwater.com/myaccount.

* Standard text, data and phone rates may apply.

GO PAPERLESS
Sign up for Paperless Billing. We’ll notify you by email when your bill is available to view online, eliminating the need for a hard copy. It’s simple, secure and clutter-free! Enroll on My Account.

CUSTOMER ASSISTANCE PROGRAM
We offer financial assistance for low-income customers who qualify, including grants of up to $500 a year and discounts on the monthly service fee. Learn more online. Under “Customer Service & Billing,” select “Low Income Program.” To see if you qualify, contact the New Jersey SHARES, our program administrator, at 1-877-652-9426 (1-877-NJAMWH2).

QUALITY
QUALITY ON TAP
We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. We perform millions of tests each year for about 100 regulated contaminants. Plus, we have access to American Water’s Central Laboratory – one of the most advanced water quality labs in the country. To view a copy of your community’s water quality report, visit newjerseyamwater.com.

COMMUNITY
LOCAL TO THE CORE
We’re active in our communities. Here are a few of our programs:

• Environmental Grant Program
• Volunteer Firefighting & Emergency Responder Grants
• Plant tours and an active speakers’ bureau
• Toughbooks for Tough Volunteers
To learn more, visit newjerseyamwater.com/community.

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 (NJBPU) to investigate your utility complaints and inquiries. Your service may not be terminated for non-payment of disputed charges during an NJBPU 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.

GUARD AGAINST UTILITY IMPOSTERS
Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. Plus, we never collect money or credit card information from customers in the field. If you suspect an imposter is at your door, don’t allow him or her in and call us to confirm it’s our service person.

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