



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING®

SERVING ABOUT
ONE OUT OF EVERY
THREE PEOPLE IN
NEW JERSEY

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



CUSTOMER SERVICE

1-800-272-1325

Hours:

M-F, 7 a.m. to 7 p.m.

For emergencies:

We're available 24/7

Customers also have around the clock access to our mobile-friendly, self-service website **MyWater** to view and pay their bill online, track water use history, sign up for paperless billing and more. Register today at mywater.amwater.com.



GET TO KNOW US

New Jersey American Water is the largest water service provider in the state, serving approximately 2.8 million people in 190 communities. We also provide water service to 30 additional communities through bulk purchase water agreements. More than 850 highly-skilled professionals including water quality specialists, distribution and field service personnel, plant operators, meter readers, and engineers, carry out the company's foremost priority of providing safe, reliable water and wastewater service to our customers.

INVESTED IN OUR FACILITIES

Our team of experts regularly monitor, maintain and upgrade our facilities to continue to operate efficiently and meet regulatory standards. This requires investing millions each year in our infrastructure, including treatment plants, tanks, pump stations, pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water. **Statewide, we invested more than \$575 million in 2022 to improve the water treatment and pipeline systems.**



HIGH-QUALITY WATER SERVICE

Our team monitors and tests your water at multiple points throughout our process of drawing it from its source, treating it to meet drinking water standards, and distributing it through our pipeline systems. Statewide, we perform thousands of tests each year on the water before it leaves our treatment plants, plus a significant number of tests in the distribution system.



Our team of experts operates quality control labs within the state. Plus, we have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis.

PARTNERSHIP FOR SAFE WATER AWARDS

We've earned five Directors Awards from the U.S. EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.





LENDING A HELPING HAND

For nearly two decades, 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
- **Service Charge Discounts:** 100 percent discount on the monthly fixed service charge for water. Service charge discounts are also available for our wastewater customers.
- **Water-saving Devices and Education**

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-NJAWH20) or visit NJShares.org.

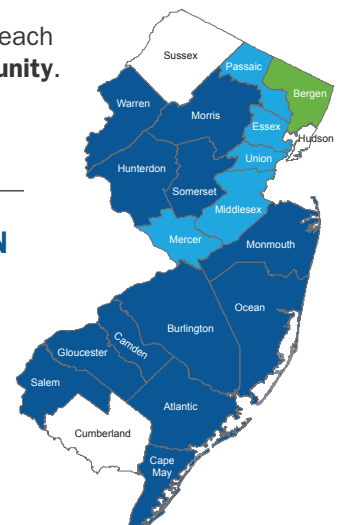


COMMUNITY PARTNER

Here are just a few ways we take an active part in our communities:

- **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.
- **Volunteer Firefighting Support Grants:** Provides a limited number of grants of up to \$2,500 each to assist volunteer emergency service organizations in our service areas.
- **Protect Our Watershed Art Contest:** Open to sixth graders, the contest encourages students to utilize their artistic talents to express the importance of protecting our water resources.

For more information about our community outreach programs, visit newjerseyamwater.com/community.



PROVIDING SERVICE TO CUSTOMERS IN 190 COMMUNITIES IN 18 COUNTIES

- Water Service
- Water & Wastewater Service
- Wastewater Service

NEW JERSEY AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
190 communities in 18 counties. We also provide water service to 30 additional communities through bulk purchase water agreements.
- **CUSTOMERS SERVED**
Approx. 662,000 water customers (91% residential, 7% commercial and industrial); 58,600 wastewater service customers
- **EMPLOYEES**
More than 850
- **TREATMENT FACILITIES**
Water: Seven surface water treatment plants with a combined capacity of 384 million gallons of water a day (MGD). 266 wells with a combined capacity of 173 MGD
Wastewater: 21 sewer treatment plants with a combined capacity of 4.9 MGD
- **MILES OF PIPELINE**
9,293 miles of water main and 523 miles of sewer main
- **STORAGE AND TRANSMISSION**
162 water storage tanks; 132 water booster pumping stations and 68 sewer lift stations
- **SOURCE OF SUPPLY**
74% surface water, 24% groundwater and 2% purchased water
- **VALVES**
202,167
- **FIRE HYDRANTS**
47,557