



GET NOTIFIED IN THE EVENT OF AN EMERGENCY

New Jersey American Water uses a high-speed mass-notification system to keep customers informed about water-related emergencies.



ATTENTION LANDLORDS: Our system is only able to contact customers who have an account with New Jersey American Water. Be sure to pass along alerts and notifications to your tenants. They can also download the CoderED Mobile Alert app to receive alerts issued in the area.

THERE ARE TWO TYPES OF NOTIFICATIONS:

- **Emergency alerts:** Includes boil water advisories, significant main breaks, water conservation requirements and other major events impacting service.
- **Non-urgent notifications:** Includes planned service outages, local hydrant flushing, low pressure events and traffic impacts.

Emergency alerts are automatically sent to all phone numbers and email addresses we have on record. We'll send you non-urgent notifications only if you sign up to receive them. You can enter up to three phone numbers and three email addresses.*

Alerts sent through the system are also available at newjerseyamwater.com, along with a map of the impacted area.

HOW TO UPDATE YOUR CONTACT INFORMATION AND PREFERENCES

ONLINE

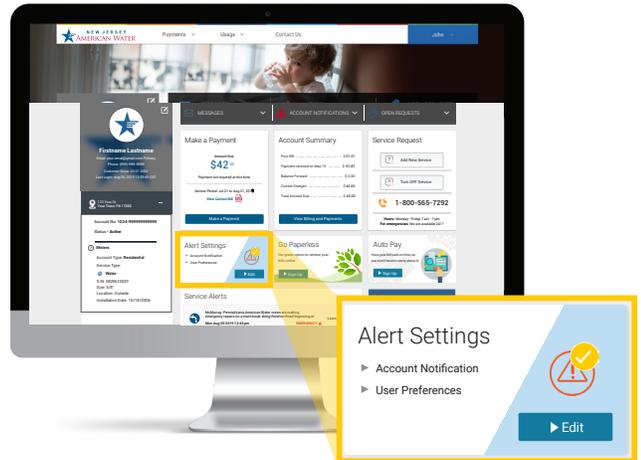
Log on to **MyWater**, our self-service customer portal, at myaccount.amwater.com. On the Alert Settings tile, click on the Edit button, which will take you to the page where you can update your contact information and preference

BY PHONE

Contact Customer Service at 1-800-272-1325 7 a.m.–7 p.m., Monday through Friday.

GET THE APP

Want to receive alerts based on your location? Download the free **CoderED Mobile Alert app** to receive location-specific alerts on your smartphone. Those who sign up will receive alerts plus other public safety information sent by organizations using CoderED. Download the app at www.ecnetwork.com/coderedmobilealert.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.