



NEW JERSEY
AMERICAN WATER

WE KEEP LIFE FLOWING™



GET TO KNOW US

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 **My Account** to view and pay their bill online, track water use history, sign up for paperless billing and more. Register today at amwater.com/myaccount.

New Jersey American Water is the largest water and wastewater service provider in the state, serving approximately 2.8 million people in 192 communities. More than 840 highly-skilled professionals carry out the company's foremost responsibility 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 \$464 million in 2020 to improve the water treatment and pipeline systems.**



HIGH-QUALITY WATER SERVICE

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Our water quality and treatment plant operators perform thousands of tests every day for about 100 regulated contaminants. We deploy thousands of online monitors that consistently read water quality. Plus, we have access to American Water's Central Laboratory, which conducts sophisticated drinking water testing and analysis.



PARTNERSHIP FOR SAFE WATER AWARDS

We take water quality so seriously that **five of our water treatment plants have been nationally recognized with Directors Awards** from the U.S. EPA's Partnership for Safe Water program for surpassing federal and state drinking water standards.



SERVICE. ONE MORE WAY
WE KEEP LIFE FLOWING.



NEW JERSEY AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**
192 communities in 18 counties
- **CUSTOMERS SERVED**
Approx. 657,000 water customers (91% residential, 9% commercial and industrial); 54,900 wastewater service customers
- **EMPLOYEES**
More than 840
- **TREATMENT FACILITIES**
Water: 7 surface water treatment plants with a combined capacity of 384 million gallons of water a day (MGD). 267 wells with a combined capacity of 188 MGD
Wastewater: 21 sewer treatment plants with a combined capacity of 4.9 MGD
- **MILES OF PIPELINE**
9,420 miles of water main and 474 miles of sewer main
- **STORAGE AND TRANSMISSION**
162 water storage tanks; 129 water booster pumping stations and 67 sewer lift stations
- **SOURCE OF SUPPLY**
71% surface water, 22% groundwater and 7% purchased water
- **VALVES**
194,144
- **FIRE HYDRANTS**
46,928



NEW JERSEY
AMERICAN WATER

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
- **Service Charge Discounts:** up to 100 percent discount on the monthly fixed service charge for water and wastewater (not greater than a 1" meter charge).

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) or visit NJShares.org.



COMMUNITY PARTNER

Here are a few ways we take an active part in the communities we serve:

- **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 \$2,000 each to assist volunteer emergency service organizations in our service areas.
- **Protect Our Watershed Art Contest:** Open to fourth graders, the contest encourages students to utilize their artistic talents to express the importance of protecting our water resources.

Learn more about our community outreach programs at newjerseyamwater.com/community.

PROVIDING SERVICE TO CUSTOMERS IN 192 COMMUNITIES IN 18 COUNTIES

- Water Service
- Water & Wastewater Service
- Wastewater Service

