



AMERICAN WATER RESPONSE TO COVID-19

At American Water, we remain committed to keeping you informed as we continue our work to deliver clean, safe and reliable water and wastewater services to you during the coronavirus public health emergency.

WE KEEP SERVICE FLOWING

American Water and other members of the National Association of Water Companies remain committed to the delivery of clean, safe, reliable water. That includes continued operation of drinking water treatment barriers, which provide an added layer of protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs or rivers) and disinfection of our groundwater sources (e.g., underground wells). While according to U.S. Environmental Protection Agency, COVID-19 has not been found in drinking water, these treatments are effective in removing and/or inactivating viruses.

We've activated our business continuity plans to strengthen our ability to continue to provide customers with reliable, high-quality water and wastewater service during this public health emergency. Here are just a few examples of what we're doing to help our customers and communities through this time:

• KEEPING THE WATER ON

Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs.

• TURNED WATER SERVICE BACK ON

For residential customers who were previously shutoff for non-payment, we've turned the water back on.

• SUSPENDED LATE FEES

We have suspended late fees until further notice. If you're experiencing a financial hardship, then please call us to discuss your eligibility to enter into a payment arrangement. New Jersey American Water also offers financial assistance to its customers through our H2O Help to Others Program™ through grants and service charge discounts. Learn more at newjerseyamwater.com under Customer Service & Billing.

• HELPING OUR COMMUNITIES

American Water and the American Water Charitable Foundation (AWCF) announced a \$100,000 contribution to Feeding America to support food banks across the country.

In addition, American Water donated \$300,000 to AWCF to support a new community-focused COVID-19 Response Fund for local 501(c)(3) organizations in response to the coronavirus public health emergency.

For updates and more information on our pandemic preparedness and response efforts, visit us online or call us:

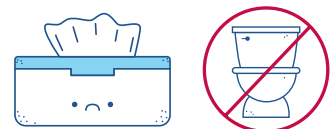
- **New Jersey American Water customers:** newjerseyamwater.com or 1-800-272-1325
- **City of Camden customers, serviced through American Water's Contract Services Group:** aw-connect.com/Camden or 1-855-769-3164

Stay healthy and safe!

Save your pipes. DON'T FLUSH WIPES!

Flushing wipes, paper towels or paper products not intended for use in wastewater systems can lead to sewer backups and in-home plumbing issues which may be expensive to repair. **Even wipes labeled as "flushable" or "biodegradable" can cause sewer backups and headaches for homeowners.** To learn more, watch our "12 Things That Should Never Go Down Your Drain" video at: youtube.com/amwatercorp.

AND THOSE WIPES YOU
THOUGHT WERE "FLUSHABLE"...



THEY'RE NOT.

"FLUSHABLE" WIPES ARE ONE OF THE LEADING CAUSES OF CLOGGED PIPES.
So, throw those in the trash!

