



South Orange Village Water Utility Changes – Effective January 1, 2017

Dear Resident,

The Village of South Orange has partnered with American Water to provide high-quality and reliable water services to our residents and businesses.

Beginning January 1, 2017, American Water will operate and maintain the water system infrastructure owned by the Village. In addition, the Village will also switch their bulk water source from the East Orange Water Commission to American Water's Short Hills System, which also supplies drinking water to neighboring Maplewood and West Orange.

It is our goal to make these changes as smooth as possible, so we would like to make you aware of a few important items:

- **The rates for water will not change.**
- Year End Billing – East Orange Water Commission will issue a final close-out bill early in the new year for water consumed through the end of 2016. Questions concerning this final bill should be directed to East Orange Water Commission at 973-266-8869.
- New Quarterly Bills – American Water will mail water bills to most customers on a quarterly basis. To maintain the same regular billing cycle as you are accustomed to, your first quarterly bill may not reflect usage for a full three months.
- Paperless Billing and Recurring Payment Services – Any paperless billing, recurring credit card payments, or other electronic bank payments that you had previously set up with East Orange Water Commission **will not** carry over. As of January 1st you will have to re-establish these services with American Water.

Additional information regarding this transition and proposed water system improvements can be found at www.amwater.com/SouthOrange or www.southorange.org/572/Water. Beginning on January 1, 2017, customers should direct all water related inquiries to American Water's customer service center's toll-free number at 1-855-722-7072, Monday through Friday from 8am to 5pm.

We are excited about this partnership and appreciate your understanding as we make this transition to help better serve you. On the back of this letter are answers to some frequently asked questions.

Sincerely,

South Orange Village
& American Water

Frequently Asked Questions

South Orange Village has partnered with American Water to provide water utility services. This change is part of the Village's ongoing effort to provide you with high-quality, reliable water services.

Will I have a new billing account number? Yes, the newly designed South Orange Village Water Utility bill will include new account numbers that will be displayed in the top right corner of your new bill. You will need to use these numbers to process a bill payment on-line or by phone. You may contact Customer Service beginning on January 1, 2017 for this new customer and account number.

Will my bill look different? Yes, the new bill will include a graph to show your water usage, a detailed list of charges, and additional customer messages. Visit our website – www.amwater.com/SouthOrange - for more detail on the new bill format.

Is there a new mailing address that will come with the new bill? Yes, there will be a new address where you mail your payment, which will be preprinted on the remittance coupon included on your bill. Simply complete the coupon and mail it back in the return envelope provided with your statement.

Will there be new online payment options available? Yes. However, you must use your new account number and re-enroll through American Water. Payment options include:

- ACH (Automatic Payment) Through Your Bank – If you are interested in setting up automatic payments through your bank account, please visit our website – www.amwater.com/SouthOrange - or call the new Customer Service center at 1-855-722-7072 after January 1, 2017.
- Credit/Debit Card – Beginning with your first bill from the South Orange Village Water Utility, you will have the option of making individual one-time payments or recurring/repeating payments by credit/debit card (Visa or Mastercard). A convenience fee of \$2.95 is charged by the credit card processor for this service. This charge does not go to the Village or American Water; this is a fee charged directly by the credit card processing company. To enroll or to make a one-time payment, call the new Customer Service center or visit our website.
- Online Bill Pay Through Your Bank – If you wish to use Online Bill Pay through your bank, you will need to set up a new payee in your bank's bill pay option. When you set up the South Orange Village Water Utility as a new payee you must include your new account number and new billing address that will be displayed on your new bill.

Online Account Management – You can manage your account online via the South Orange Village Water Utility's customer portal at www.amwater.com/SouthOrange, available on January 1, 2017. From the customer portal, you can also see your water usage history, payment history, account information, bill reprints and online bill payments.

Paperless Billing - Your current paperless billing set up from East Orange Water Commission will not carry over. To sign up, visit www.amwater.com/SouthOrange after January 1st and click the link for online bill payment.

Can I still pay my bill in person? Yes, you can pay your bill by check or money order in person at the South Orange Village Tax Collector's office located at Village Hall, 76 South Orange Avenue, Suite 302, South Orange, NJ 07079. The office is open Monday – Friday from 8:30 am to 4:30 pm, except holidays.