

ABOUT YOUR MONTHLY BILL

Your bill is designed to provide the information you need to know about your account. The below is provided to help you understand the charges on your water bill.



1 CUSTOMER ACCOUNT INFORMATION

- **Account Number:** It's helpful to have your account number handy if you need to call us.
- **Due Date:** Easy to find amount due and due date (plus, what it would cost if it's not paid on time)

2 BILLING PERIOD AND METER READINGS

- **Billing Date and Period:** Date the bill was mailed and period the water was used and is being billed for.
- **Next reading on/about:** Estimate of when the next meter reading will be completed.
- **Customer Type:** How the property being served is classified (residential, commercial, industrial, etc.).
- **Meter Reading /Billing Measurement:** How your meter is read, and how you are billed. Some customers' meters are read in 1,000 gallons. We bill all customers in 100 gallon increments to make it easier to understand.
- **Meter Chart:** Meter number and size; the meter reading for the current and previous billing period; and whether the reading was an actual read or estimated.
- **Total Water Used and Water Usage Graph:** Amount of water used during the billing period, compared to the same billing period the previous year. In time, the graph will show water usage over the last 12 months.

3 PAST DUE AMOUNT (if applicable)

- **Prior Balance:** This should be paid immediately.

4 CURRENT CHARGES

Current Water Charges

- **Service Charge:** Based on the size of the water meter, this fixed charge represents operating and capital costs related to meters and services, meter reading, billing and collections.
- **Water Volume:** This is based on the amount of water used during the billing period. It represents the cost related to operating and maintaining source of supply, pumping, treatment and transmission and distribution facilities, as well as the capital costs associated with these facilities.

Adjustments (if they apply)

- **Roxbury Wtr Prior Balance** is any amount previously owed to you or due to you from Roxbury Water Company for service prior to December 31, 2018. Any amount due to you will be reflected on your first bill from New Jersey American Water. Any past due amount (if applicable) is now payable to New Jersey American Water and is due immediately.

NEW JERSEY AMERICAN WATER
Box 371331, Pittsburgh PA 15250-7331

0001018999999999990000000000004541015

Account Number	1018-999999999999
Due Date	September 28, 2018
Total Due	\$39.67

For Service To: 100 CENTER ST
 Check this box for address changes and note new address on back.

Amount Enclosed \$ Paid Electronically on Due Date.

NAME LASTNAME
1234 YOUR ST
YOURTOWN, NJ 07753-9999

NEW JERSEY AMERICAN WATER
BOX 371331
PITTSBURGH PA 15250-7331

Please tear along the dotted line and return this portion with your payment.

2 BILLING PERIOD AND METER READINGS

- Billing date: September 6, 2018
- Due Date: **September 28, 2018**
- Billing period: Aug 01 to Sep 04 (35 Days)
- Next reading on or about: Oct 01, 2018
- Customer Type: Residential

Meter No.	63726917
Size of meter	5/8"
Current Read	56 (Actual)
Previous Read	52 (Actual)
Total water used this billing period	4 units (4,000 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 40.00 CGL
- Same billing period 2017: 40.00 CGL

Billed Use Graph (100 gallons)

3 BILLING SUMMARY

For Service To: 1234 YOUR ST
For Account: 1018-999999999999

Prior Balance	28.28
• Balance from last bill	28.28
• Payments as of Aug27, Thank you!	-28.28
Balance Forward	0.00
4 Current Water Service	7.50
• Water Service Charge	7.50
• Water Usage Charge (\$0.22900000 x 40.00)	13.16
Total Water Service Related Charges	20.66
Adjustments	19.01
• Roxbury Wtr Prior Balance	19.01
• Total Other Charges	19.01
TOTAL CURRENT CHARGES	39.67
TOTAL AMOUNT DUE	\$39.67

5 PAYMENT OPTIONS

- Pay your bill online: www.amwater.com/billpay
- Pay by eCheck without a service fee: www.amwater.com/myh2o
- Pay by phone: 24-hours a day, every day at 1-855-748-6066
- Pay in person: Obtain a list of locations at www.amwater.com/myh2o

Important messages from New Jersey American Water
• ***This area is used for important messages.

Note: This is a sample bill for display purposes only. The rates that appear on your bill are those approved by the NJ Board of Public Utilities.

Customer Service: 1-800-272-1325 M-F 7am to 7pm Emergency: 24/7 www.newjerseyamwater.com
655002652600

Other Current Charges

- Includes charges for optional services, including contributions to the H2O Help to Others program, service line protection programs, etc. Other charges may include those collected on behalf of governmental bodies and other organizations, and not for New Jersey American Water.

5 PAYMENT OPTIONS

List of convenient payment options available to pay your bill.

LEARN MORE Learn more about your current rates at newjerseyamwater.com. Under Customer Service & Billing, select "Your Water and Wastewater Rates."

12-2018



NEW JERSEY AMERICAN WATER
 WE KEEP LIFE FLOWING™

WE'RE PROUD TO BE YOUR NEW WATER SERVICE PROVIDER



Deborah Degillio
President

Welcome to New Jersey American Water!
Your water service is in good hands.

Every day, our team of experts delivers millions of gallons of high-quality water service to approximately 2.7 million people in more than 190 communities across the state.

We recognize the trust you place in us to deliver safe drinking water service to your home or business, and it's a responsibility we take seriously. Whether it be meeting or surpassing drinking water standards, protecting our precious water resources, or investing millions in system upgrades, we constantly push ourselves to improve. **We do this because we care about our customers as much as we care about water.**

We are excited to be your new water service provider. Enclosed is helpful information about our company and the services we offer. And, if you need us, we're here to assist.

Sincerely,

Deborah A Degillio
President

SAVE WATER. SAVE MONEY.

Fix household leaks and **save up to 20 gallons of water a day** (and money, too)!



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

CUSTOMER SERVICE YOUR WAY



SERVICE



AT YOUR FINGERTIPS — ANYTIME, ANYWHERE

Prefer to handle your business online? **My Account** might be your answer. Here are just a few of the things you can do anywhere, any time (even in your pajamas).

- View and pay your bill.
- Sign up for our Auto Pay and Paperless Billing programs.
- Activate or deactivate your water service for residential customers.
- Tell us how you want to receive emergency and nonurgent alerts (by phone, text and/or email).*
- Update your contact information.
- View your water use history. (See in which months you use the most water to help determine ways you can save water and money.)

Once you receive your account number with your first bill, register online at www.amwater.com/myaccount.

* Standard text, data and phone rates may apply.

GO PAPERLESS

Sign up for Paperless Billing. We'll notify you by email when your bill is available to view online, eliminating the need for a hard copy. It's simple, secure and clutter-free! Enroll on My Account.



CUSTOMER ASSISTANCE PROGRAM

We offer financial assistance for low-income customers who qualify, including grants of up to \$500 a year and discounts on the monthly service fee. Learn more online. Under "Customer Service & Billing," select "Low Income Program." To see if you qualify, contact the New Jersey SHARES, our program administrator, at 1-877-652-9426 (1-877-NJAWH20).

EASY PAYMENT OPTIONS

AUTO PAY

Enroll in Auto Pay, and your bill will be paid on time, every time. Each month, payments are automatically deducted from your checking or savings account on the due date. No stamps required.

ONLINE

Visit www.amwater.com/billpay. Please note that our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee by paying by e-check through My Account.

BY MAIL

Mail your check to the address provided on your bill. No cash, staples or paper clips, please.

BY PHONE

24/7 at 1-855-748-6066. Please note, there is a \$1.95 transaction fee.

IN PERSON

To find an authorized payment location near you, visit us online at [newjerseyamwater.com](http://www.newjerseyamwater.com) (see "Customer Service & Billing") or call.

THROUGH A THIRD PARTY

If someone handles paying your bills, like a relative or trustee, we can send a copy of your bill and any past-due or shut-off notices to that third party.

QUESTIONS?



If you need us, we're a phone call away.

CUSTOMER SERVICE
1-800-272-1325

Hours: Mon.-Fri., 7 a.m. to 7 p.m.
For Emergencies: We're available 24/7.

SAFETY



GUARD AGAINST UTILITY IMPOSTERS

Pretending to be a utility worker is a trick some criminals use to gain access to homes. All of our service personnel wear logoed clothing, drive logoed vehicles and have company-issued photo ID badges. Plus, we never collect money or credit card information from customers in the field. If you suspect an imposter is at your door, don't allow him or her in and call us to confirm it's our service person.



QUALITY



QUALITY ON TAP

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. We perform millions of tests each year for about 100 regulated contaminants. Plus, we have access to American Water's Central Laboratory – one of the most advanced water quality labs in the country. To view a copy of your community's water quality report, visit [newjerseyamwater.com](http://www.newjerseyamwater.com).

COMMUNITY



LOCAL TO THE CORE

We're active in our communities. Here are a few of our programs:

- Environmental Grant Program
- Volunteer Firefighting & Emergency Responder Grants
- Plant tours and an active speakers' bureau
- Toughbooks for Tough Volunteers

To learn more, visit [newjerseyamwater.com/community](http://www.newjerseyamwater.com/community).



CONSUMER RIGHTS

1. You have the right to utility service if you are a qualified applicant.
2. You shall not be asked to pay unreasonably high deposits as a condition of service, nor to make unreasonable payments on past due bills.
3. You are entitled to at least one deferred payment plan in one year.
4. You have the right to have any complaint against New Jersey American Water handled promptly.
5. You have the right to call upon the New Jersey Board of Public Utilities (NJBP) to investigate your utility complaints and inquiries. Your service may not be terminated for non-payment of disputed charges during an NJBP investigation.
6. If you suspect the meter is not working properly, you have the right to have it tested free of charge, once a year, by New Jersey American Water.
7. You have the right to a written notice of termination, 10 days prior to the discontinuance of service.
8. Residential service may be shut-off, after proper notice, Monday through Thursday, 8 a.m. to 4 p.m. A utility may not shut-off residential service on Friday, Saturday, Sunday or a holiday or the day before a holiday or if you have a valid medical emergency.
9. If you live in a multi-family dwelling, you have the right to receive posted notice of any impending shut-off. This notice must be posted in a common area and/or sent individually to occupants.
10. You have the right to have a "diversion of service" investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high.