

# YOUR SAMPLE BILL

Below is a sample bill and descriptions of the charges that appear on customer bills.



### TRANSLATION ASSISTANCE

For translation assistance in reading your bill, please contact our Customer Service Center M-F, 7 a.m. to 7 p.m., at 1-800-272-1325.

Para asistencia en Español, por favor llame New Jersey American Water al 1-800-272-1325, lunes a viernes, 7 am – 7 pm.

SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

# Customer Account Information

Your account number, total amount due and payment due by date.

2 Customer Contact Information

Customer name and address of the property receiving service.

3 Account Summary

A summary of your account, including the amount of your prior bill, any payments made in the past billing cycle and any remaining balance, as well as service-related charges and total amount due.

- 4 Important Account-Specific Messages
  - Important information related to your account, including rate changes and billing updates.
- 5 Customer Service Contact and Payment Options
- 6 Budget Billing/Installment Plan Information (if applicable)

If you have an installment plan with us or are enrolled in budget billing, this is where you'll find the monthly amount due.

Payment Stub

Detach this paystub and return with your payment. Please write the payment amount in the space provided. Make checks payable to New Jersey American Water and always include your account number. Be sure the address on the front of this

paystub is visible through the window on the return envelope.

- 8 Account-Specific (cont.), General Messages and Education
- 9 Services and Explanations

Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.



Meter Reading and Usage Summary

This section reports information about your meter, its number, size, the number of units billed in the billing period and your next scheduled meter reading on/or about date. Sometimes meters cannot be accessed and we estimate water usage based on historical data.

Billed Usage History

This graph outlines your water usage during the past year and provides a comparison between the current month's usage and your usage the same month the year prior, if applicable.

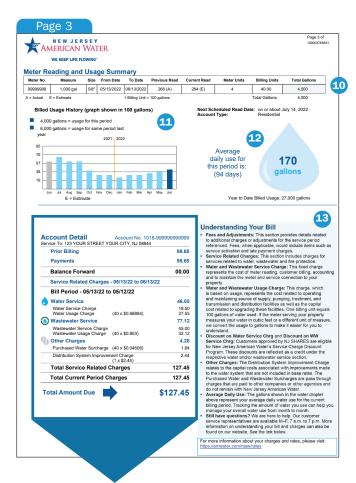
- Average Daily Use
- Understanding Your Bill
  This section defines terms you may find on your water bill.

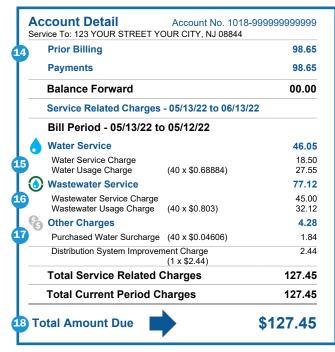
#### **ACCOUNT DETAIL**

Prior Billing and Payments

The amount you owed from your previous bill along with any payment you may have made in the past billing cycle. This section will also show any unpaid balances or overpaid credits to go towards your next bill.

- Water Service (if applicable)
  - <u>Water Service Charge:</u> This fixed monthly charge is based on the size of the water meter or meter equivalent.
  - Water Usage Charge: This variable charge is based on the amount of water used during the billing period.
- Wastewater Service (if applicable)
  - <u>Wastewater Service Charge:</u> The fixed monthly charge accounts for costs related to providing sewer service to your property.
  - Wastewater Usage Charge: This variable charge is based on your water consumption as indicated by your water meter or other minimum required usage depending on your service area.
- 1 Other Charges
  - <u>Purchased Water Surcharge:</u> This is a pass through charge to recover the costs to purchase water from other water suppliers.
  - <u>Purchased Wastewater Surcharge:</u> This is a pass through charge to recover the costs paid to regional wastewater treatment authorities to treat wastewater in areas where we own the wastewater pipelines or collection system.
  - <u>Lead Service Line Replacement Charge:</u> This helps fund the replacement of customer-owned lead service lines.
  - <u>Distribution System Improvement Charge:</u> This helps to fund the replacement of aging water distribution system facilities, such as water mains, valves and fire hydrants. Accelerating needed infrastructure improvements benefits customers through enhanced service reliability, water quality and fire protection.
  - <u>Wastewater System Improvement Charge:</u> This helps fund the replacement of wastewater collection system assets.
  - This section also includes charges for **optional services**, including contributions to the H2O Help to Others program.
- 18 Total Amount Due





Each month, we also include a page that focuses on a topic or service that's useful for you.



#### MANAGE YOUR ACCOUNT WITH MYWATER

Manage your account online using our customer portal, **MyWater**, at **mywater.amwater.com**. You can view and pay your bill; sign up for emergency alerts and tell us how you'd like to be notified; track your water use history and compare to the neighborhood average; enroll in Paperless Billing and Auto Pay; and more!