



NEW JERSEY  
AMERICAN WATER

WE KEEP LIFE FLOWING®

## 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 **MyWater** to view and pay their bill online, track water use history, sign up for paperless billing and more. Register today at [amwater.com/mywater](http://amwater.com/mywater).



# GET TO KNOW US

New Jersey American Water is the largest water service provider in the state, serving approximately 2.9 million people in more than 190 communities. We also provide water service to 30 additional communities through bulk purchase water agreements. More than 860 highly-skilled professionals including water quality specialists, distribution and field service personnel, plant operators, meter readers, and engineers, carry out the company's foremost priority of providing safe, reliable water and wastewater service to our customers.

## INVESTED IN OUR FACILITIES

Our team of experts regularly monitors, maintains and upgrades 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 \$507 million in 2023 to improve the water treatment and pipeline systems.**

## HIGH-QUALITY WATER SERVICE

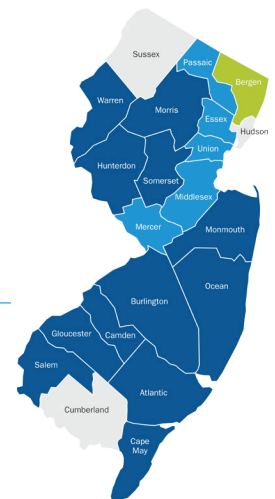
We have an exceptional track record of meeting or surpassing water quality standards. Each year, our team of experts performs thousands of tests statewide on the water before it leaves our treatment plants and in the pipes we use to deliver your water service, monitoring for more than 90 contaminants. Plus, we have access to American Water's Central Laboratory in Belleville, Illinois, which conducts sophisticated drinking water testing and analysis.

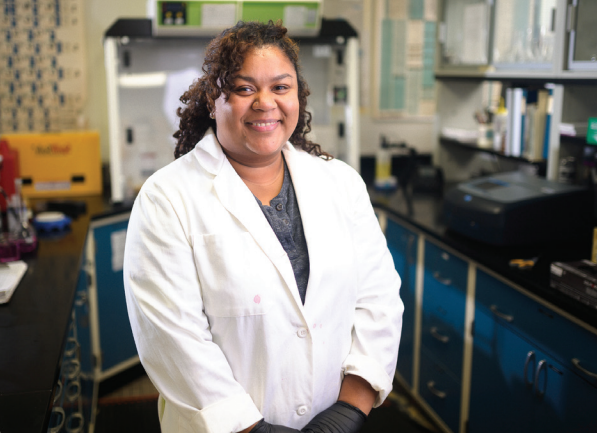
## PARTNERSHIP FOR SAFE WATER AWARDS

We've earned five Directors Awards from the U.S. EPA's Partnership for Safe Water program for our long-term commitment to optimizing operations and achieving outstanding performance.

## PROVIDING SERVICE TO CUSTOMERS IN MORE THAN 190 COMMUNITIES IN 18 COUNTIES

- Water Service
- Water & Wastewater Service
- Wastewater Service





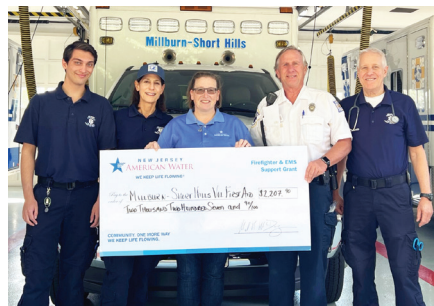
## LENDING A HELPING HAND

Through our H2O Help to Others Program™, we offer financial assistance for water and wastewater customers who qualify.

- **Grants:** up to \$500
- **Service Charge Discounts:** discounts are available on the monthly fixed service charge for water and wastewater
- **Water-saving Devices and Education**

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](http://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](http://NJShares.org).



## NEW JERSEY AMERICAN WATER FACTS AT A GLANCE

- **COMMUNITIES SERVED**  
More than 190 communities in 18 counties. We also provide water service to 30 additional communities through bulk purchase water agreements.
- **CUSTOMERS SERVED**  
Approx. 668,000 water customers (91% residential, 7% commercial and industrial); 64,200 wastewater service customers
- **EMPLOYEES**  
More than 860
- **TREATMENT FACILITIES**  
**Water:** Seven surface water treatment plants and 222 wells  
**Wastewater:** 21 sewer treatment plants
- **MILES OF PIPELINE**  
9,353 miles of water main and 579 miles of sewer main
- **STORAGE AND TRANSMISSION**  
198 water storage tanks;  
206 water booster pumping stations and 74 sewer lift stations
- **SOURCE OF SUPPLY**  
75% surface water,  
21% groundwater and  
4% purchased water
- **VALVES**  
178,600
- **FIRE HYDRANTS**  
48,529

## COMMUNITY PARTNER

Here are just a few ways we take an active part in our communities:

- **American Water Charitable Foundation Water and Environment Grants:** Grants focus on clean water, conservation, environmental education, climate variability, and water-based recreation.
- **Speakers' Bureau:** We provide presentations on water-related topics.
- **Volunteer Firefighting Support Grants:** Provides grants of up to \$2,500 to assist volunteer emergency service organizations.
- **Inclusion, Diversity and Equity Grant Program:** Grants support organizations for programs, training or projects that promote and foster inclusion and diversity in the community.
- **Protect Our Watershed Art Contest:** Open to sixth graders, the contest encourages students to utilize their artistic talents to express the importance of protecting our water resources.
- **Girl Scout Patch Program:** The first of its kind in New Jersey, the patch program focuses on protecting drinking water sources and discovering water industry careers.
- **Workforce Development:** Programs connect young adults from underserved populations with training and career opportunities.

Learn more about these programs at [newjerseyamwater.com/community](http://newjerseyamwater.com/community).

