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November 1, 2024

Welcome to New Jersey American Water. We're proud to be your new wastewater service provider.

Dear Valued Customer,

I am pleased to announce that New Jersey American Water has completed the acquisition of the Borough of Manville's wastewater systems. We have been providing high-quality, reliable water service to our customers in Manville, and we're committed to delivering that same standard of excellence to you as our new wastewater customer.

You're in good hands.

Our focus is to provide you with safe, reliable water and wastewater service – and we have the people and technologies in place to get the job done right. As our valued customer, we wanted to share with you some information about the services we provide, as well as some changes that will be taking place over time.

About your rates.

As part of the sale agreement, New Jersey American Water committed to adopting the Manville's wastewater rates for a minimum of one year, then modest annual increases (2-4%) in years two through seven. New Jersey American Water is regulated by the New Jersey Board of Public Utilities and any future proposed changes in rates will be subject to extensive review and approval. To learn more, visit newjerseyamwater.com. Under Customer Service & Billing, select Your Water and Wastewater Rates.

We're transitioning you to monthly billing.

Previously, the Borough billed most customers quarterly for wastewater service. Beginning in December, we'll be transitioning all customers to monthly billing. Monthly billing makes it easier for customers, especially those on fixed incomes, to include the cost of wastewater service in their monthly household budgets.

Here's how the billing transition will work: The Borough's final bill will cover service through October 31, 2024. The wastewater charges will begin to appear on your New Jersey American Water bill in December and will cover wastewater service charges from November 1, 2024, through New Jersey American Water's meter read date in November. You will then be billed monthly thereafter for wastewater service. If you are also a water customer of ours, your water and wastewater charges will be included on one bill.

Account set up for water and wastewater will be the same (Especially important to tenants, landlords and property owners). If you are already a water customer of New Jersey American Water, we will be adding the wastewater charges to your water bill to provide one combined bill. If the water and wastewater bills were not mailed to the same location or person previously, moving forward, we're mailing the combined bill based on how the water account is set up. For example, if you're a tenant, and you receive the bill for water service, but your landlord previously paid the wastewater bill, beginning in December, your bill will include both the water and wastewater charges. We recommend that tenants and landlords work together to determine how to manage this transition.

Please note: The Borough of Manville cannot accept payments on our behalf. If you prefer to pay in person, New Jersey American Water has agreements with several authorized payment locations across the state. Below are a few nearby locations. For a complete listing of authorized payment locations, visit us online. Under Pay My Bill, select Pay In Person. In the Biller Search field, be sure to type in New Jersey American Water Co.

- Walmart, 100 N. Main St, Manville
- Friendly Check Cashing, 19-21 South Bridge St, Somerville

Additional benefits of being a New Jersey American Water customer.

- **Regular investment in our water and wastewater systems.** We regularly evaluate our systems and facilities, prioritize projects and then make necessary capital investments to help improve service. Statewide, we invested more than \$507 million in 2023 alone to improve the water and wastewater treatment and pipeline systems. Locally, New Jersey American Water plans to invest \$10 million in wastewater system improvements in the first 10 years of ownership to upgrade and repair Manville's 80-year-old sewer system.
- **High-quality service.** Our team of water and wastewater experts and licensed operators has an exceptional track record when it comes to meeting regulatory requirements. With New Jersey American Water's strong reputation for leadership, innovation and expertise, we have what it takes to meet the needs of your community.
- **Emergency notification system.** We use a notification system to quickly alert customers via phone, text and email when emergencies occur. Visit amwater.com/mywater to choose how you want to be notified and to update your contact information. You can also report an emergency online at emergency.amwater.com or through MyWater.
- **Paperless Billing and Auto Pay.** Enroll in Paperless Billing, and we'll notify you by email when your bill is available to view online. Take it one step further and sign up for our recurring Auto Pay. With Auto Pay, your bill will be paid on time, every time, automatically on the due date. No stamps required. You can choose to have your monthly bill automatically applied to your credit card or deducted directly from your checking or savings account. It's easy to enroll online using our self-service tool **MyWater** at amwater.com/mywater. All you need is your account number, which you will receive with your first bill.
- **Commitment to our customers and the environment.** We promote wise water use, support environmental programs and offer water experts to speak to your school, civic and neighborhood groups. Learn more about our environmental initiatives at newjerseyamwater.com/environment.
- **A helping hand for customers in need.** Through our H2O Help to Others Program™, we offer financial assistance to help customers who qualify pay their water and/or wastewater bill. For more information or to see if you qualify, visit newjerseyamwater.com/h2oprogram, or contact our program administrator New Jersey SHARES, toll-free, at 1-877-652-9426 (1-877-NJAWH2O).



Scan here to learn more about our customer assistance programs

We're here to answer your questions.

Our customer service representatives are available to answer your questions at 1-800-272-1325, Monday through Friday from 7 a.m. to 7 p.m. For emergencies: we're available at this number 24/7.

You can also access **MyWater** anytime to view and pay your bill, track water use, and sign up for paperless billing and more. Visit amwater.com/mywater to register. It's that easy. Be sure to have your account number handy.

We offer interpreter services in many languages. If English isn't your preferred language, and you have a question about your bill or any communication you receive from us, contact our customer service center.

It's a privilege to serve you.

We are excited to be your new wastewater service provider. For more information, please review the enclosed welcome packet. We also invite you to follow us on social media @njamwater on Facebook, X and Instagram.

Thank you for taking the time to learn more about us and for allowing us to serve you. It really is a privilege.

Sincerely,

Mark McDonough
President