



New Jersey American Water
1 Water Street
Camden, New Jersey 08102

Dear Valued New Jersey American Water Customer,

We know just how important water is to daily life. It's involved in nearly everything we do and everything we use. When you need it, you expect it to be there — and you expect it to be clean and safe.

Your water quality is our number one priority. We take pride in our role as New Jersey's largest water service provider — delivering billions of gallons of water to more than 190 communities each day. Our team of 860+ local employees work hard to earn our customers' trust and satisfaction. In fact, many of our employees are also New Jersey American Water customers — meaning it's our water too.

Our dedication to water quality stems from our understanding that at the end of every water service line, there's a family depending on us. We take pride in utilizing state-of-the-art testing and monitoring systems that help us to meet all regulatory requirements for water safety. Our comprehensive testing program covers about 100 regulated compounds, including PFAS, plus additional unregulated substances that we monitor to stay ahead of emerging water quality concerns.

Our commitment to excellence extends beyond testing. In 2024, we invested more than \$520 million in infrastructure improvements to enhance water quality, pressure, and service reliability. By prioritizing critical investments in our infrastructure and testing capabilities, your water bill is hard at work to maintain exceptional quality standards.

Every day, our team of professionals brings their expertise, dedication, and personal commitment to help ensure clean, safe, and reliable water service — not just for our customers, but for our own families who call this community home. Together, we keep life flowing.

Learn more about our commitment at www.njamwaterquality.com.

Sincerely,

Mark McDonough
President, New Jersey American Water

Scan the QR Code to Learn More



WE KEEP LIFE FLOWING®