



NEW JERSEY  
AMERICAN WATER

WE KEEP LIFE FLOWING™

# HOW TO READ YOUR BILL

## YOUR SAMPLE BILL

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

Page 1

**NEW JERSEY AMERICAN WATER**  
WE KEEP LIFE FLOWING™

Service Address: **123 YOUR STREET, YOUR CITY, NJ 08844**

**THANK YOU FOR BEING OUR CUSTOMER**

**Important Account Messages**

- Thank you for being a long time customer! We work hard every day to deliver water service that is safe, reliable, and affordable -- our customers deserve nothing less.

For more information, visit [www.newjerseyamericanwater.com](http://www.newjerseyamericanwater.com)

View your account information or pay your bill anytime at: [www.amwater.com/myaccount](http://www.amwater.com/myaccount)

Pay by Phone\*: Pay anytime at 1-855-748-6066. \*A convenience fee may apply.

Customer Service: 1-800-272-1325  
M-F 7:00am to 7:00pm - Emergencies 24/7

**NEW JERSEY AMERICAN WATER**  
PO BOX 371331  
PITTSBURGH PA 15250-7331

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.

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**Statement**

Account No. **1018-999999999999**

**Total Amount Due: \$127.45**

Payment Due By: **July 19, 2022**

Billing Date: June 27, 2022  
Service Period: Mar 12 to Jun 13 (94 Days)  
Total Gallons: 16,000

**Account Summary** - See page 3 for Account Detail

|                          |                   |
|--------------------------|-------------------|
| Prior Billing:           | \$98.65           |
| Payments - Thank You!    | = \$98.65         |
| <b>Balance Forward:</b>  | <b>= \$00.00</b>  |
| Service Related Charges: | + \$127.45        |
| <b>Total Amount Due:</b> | <b>= \$127.45</b> |

Budget Bill Amount: \$25.00  
PUC Installment Plan Amount: + \$15.00  
**Total PUC Agreement Due: = \$40.00**

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**NEW JERSEY AMERICAN WATER**  
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Service to: **123 YOUR STREET, YOUR CITY, NJ 08844**

**Amount Enclosed \$**

**NEW JERSEY AMERICAN WATER**  
PO BOX 371331  
PITTSBURGH PA 15250-7331

00010169999999999900000000009432016

- Customer Account Information**  
Your account number, total amount due and payment due by date.
- Customer Contact Information**  
Customer name and address of the property receiving service.
- 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.
- Important Account-Specific Messages**  
Important information related to your account, including rate changes and billing updates.
- Customer Service Contact and Payment Options**
- 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.

## 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.**

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Messages from New Jersey American Water

**IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report will be posted separately at [www.njwater.com/waterquality](http://www.njwater.com/waterquality). If you have a question, please contact our Customer Service Center at 800-272-1325.

For water conservation tips and ways to save money on your monthly bill, visit us online. Under Water Information, select Water Use and Saving Water.

**CUSTOMER ADVISORY MAP**

**CUSTOMER SERVICE: 1-800-272-1325**

Pay by Check: Paying by check with New Jersey American Water is preferred. The check should be made payable to New Jersey American Water. The check should be mailed to: New Jersey American Water, PO Box 371331, Pittsburgh, PA 15250-7331. The check should be dated for the amount of your bill. The check should be mailed to us by the date on your bill. The check should be mailed to us by the date on your bill. The check should be mailed to us by the date on your bill.

**HOW TO HELP TO OTHERS PROGRAM** - need a hand in getting a bill paying a bill? We're here to help. Call 1-800-272-1325 for more information.

**Other ways to pay your bill**

Auto Pay  Online  In Person

- Account-Specific (cont.), General Messages and Education**
- Services and Explanations**  
Helpful information related to ways to pay your bill, your rates, payment arrangements, estimated bills and more.

## 10 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.

## 11 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.

## 12 Average Daily Use

## 13 Understanding Your Bill

This section defines terms you may find on your water bill.

## ACCOUNT DETAIL

### 14 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.

### 15 Water Service (if applicable)

- **Water Service Charge:** 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.

### 16 Wastewater Service (if applicable)

- **Wastewater Service Charge:** 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.

### 17 Other Charges

- **Purchased Water Surcharge:** This is a pass through charge to recover the costs to purchase water from other water suppliers.
- **Purchased Wastewater Surcharge:** 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.
- **Lead Service Line Replacement Charge:** This helps fund the replacement of customer-owned lead service lines.
- **Distribution System Improvement Charge:** 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.
- **Wastewater System Improvement Charge:** 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

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### Meter Reading and Usage Summary

| Meter No.  | Measure   | Size | From Date  | To Date    | Previous Read | Current Read | Meter Units          | Billing Units | Total Gallons |
|--|-----------|------|------------|------------|---------------|--------------|----------------------|---------------|---------------|
| 99999999   | 1,000 gal | 5/8" | 05/13/2022 | 06/13/2022 | 266 (A)       | 284 (E)      | 4                    | 40.00         | 4,000         |
| A = Actual E = Estimate 1 Billing Unit = 100 gallons |           |      |            |            |               |              | Total Gallons: 4,000 |               |               |

**Billed Usage History (graph shown in 100 gallons)**

■ 4,000 gallons = usage for this period  
■ 6,000 gallons = usage for same period last year

Next Scheduled Read Date: on or about July 14, 2022  
Account Type: Residential

Average daily use for this period is: (94 days) **170 gallons**

Year to Date Billed Usage: 27,000 gallons

### Account Detail

Account No. 1018-99999999999  
Service To: 123 YOUR STREET YOUR CITY, NJ 08844

|   |                 |
|---|-----------------|
| Prior Billing   | 98.65           |
| Payments  | 98.65           |
| <b>Balance Forward</b>                                | <b>00.00</b>    |
| <b>Service Related Charges - 05/13/22 to 06/13/22</b> |                 |
| <b>Bill Period - 05/13/22 to 05/12/22</b>             |                 |
| Water Service   | 46.05           |
| Water Service Charge                                  | 18.50           |
| Water Usage Charge (40 x \$0.68884)                   | 27.55           |
| Wastewater Service                                    | 77.12           |
| Wastewater Service Charge                             | 45.00           |
| Wastewater Usage Charge (40 x \$0.803)                | 32.12           |
| Other Charges   | 4.28            |
| Purchased Water Surcharge (40 x \$0.04606)            | 1.84            |
| Distribution System Improvement Charge (1 x \$2.44)   | 2.44            |
| <b>Total Service Related Charges</b>                  | <b>127.45</b>   |
| <b>Total Current Period Charges</b>                   | <b>127.45</b>   |
| <b>Total Amount Due</b>                               | <b>\$127.45</b> |

### Understanding Your Bill

- **Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- **Service Related Charges:** This section includes charges for services related to water, wastewater and fire protection.
- **Water and Wastewater Service Charge:** This fixed charge represents the cost of meter reading, customer billing, accounting and to maintain the meter and service connection to your property.
- **Water and Wastewater Usage Charge:** This charge, which is based on usage, represents the cost related to operating and maintaining source of supply, pumping, treatment, and transmission and distribution facilities as well as the capital cost related to upgrading these facilities. One billing unit equals 100 gallons of water used. If the meter serving your property measures your water in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier for you to understand.
- **Discount on Water Service Chrg and Discount on WW Service Chrg:** Customers approved by NJ SHARES are eligible for New Jersey American Water's Service Charge Discount Program. These discounts are reflected as a credit under the respective water and/or wastewater service section.
- **Other Charges:** The Distribution System Improvement Charge relates to the capital costs associated with improvements made to the water system that are not included in base rates. The Purchased Water and Wastewater Surcharges are pass through charges that are paid to other companies or other agencies and do not remain with New Jersey American Water.
- **Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- **Still have questions?** We are here to help. Our customer service representatives are available M-F 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/nj/water>

### Account Detail

Account No. 1018-9999999999999  
Service To: 123 YOUR STREET YOUR CITY, NJ 08844

|   |                 |
|---|-----------------|
| Prior Billing   | 98.65           |
| Payments  | 98.65           |
| <b>Balance Forward</b>                                | <b>00.00</b>    |
| <b>Service Related Charges - 05/13/22 to 06/13/22</b> |                 |
| <b>Bill Period - 05/13/22 to 05/12/22</b>             |                 |
| Water Service   | 46.05           |
| Water Service Charge                                  | 18.50           |
| Water Usage Charge (40 x \$0.68884)                   | 27.55           |
| Wastewater Service                                    | 77.12           |
| Wastewater Service Charge                             | 45.00           |
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| <b>Total Service Related Charges</b>                  | <b>127.45</b>   |
| <b>Total Current Period Charges</b>                   | <b>127.45</b>   |
| <b>Total Amount Due</b>                               | <b>\$127.45</b> |

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](http://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!