NEW JERSEY AMERICAN WATER

Escanee aquí para obtener una copia de esta carta en español o comuníquese con nuestro centro de llamadas para obtener asistencia con la traducción.

We're proud to be your new water and/or wastewater service provider.

Dear Valued Customer,

We are pleased to share that New Jersey American Water completed the acquisition of Montague Sewer & Water Company's water and wastewater systems on June 1. As a trusted provider of safe, clean, reliable and affordable water and wastewater service to communities across the state, we look forward to delivering the same high-quality service to you.

We proudly serve customers in more than 190 communities, including several in neighboring Passaic, Warren and Morris Counties. Our team of experts works hard to earn our customers' trust and satisfaction. In fact, many of our employees are also New Jersey American Water customers. We're also proud to welcome employees from Montague to the New Jersey American Water team.

There will be no immediate changes to your current water and/or wastewater rates. However, all other fees will be applied to your bill in accordance with New Jersey American Water's tariff approved by the Board of Public Utilities.

We will continue to bill you monthly for service. **Your first bill from New Jersey American Water will arrive in June or July, depending on when your meter is read. This bill may be prorated and will include water and/or wastewater service charges from Montague's last reading through our first meter reading in June, then follow a monthly billing schedule.** Note: If you had an unpaid balance due to Montague, the balance will be transferred to us and will appear on your next bill.

Once you receive your account number, you can manage your account easily online at amwater.com/mywater—view and pay your bill, enroll in Auto Pay and Paperless Billing, update your contact information and alert preferences, start or stop service, report emergencies or set up budget billing or an installment plan. We offer a variety of payment options, including Auto Pay, online or phone payments (a $1.95 fee may apply), mail and in-person payments at authorized locations.

We believe in investing in our infrastructure. Statewide, we invest over $700 million annually to improve our water and wastewater treatment and pipeline systems. Locally, New Jersey American Water plans to invest over $6 million in the first five years of ownership to improve the quality and reliability of water service, including replacing aging water and wastewater mains and upgrading one of the system's water storage facilities.

At New Jersey American Water, we have programs and resources for customers facing financial hardship. Through our H2O Help to Others Program™, residential customers who qualify can receive grants of up to $500 and discounts on the monthly service fees and volumetric charges for their water and wastewater bills. In addition, we offer budget billing, installment plans and more to customers who qualify. Learn more at **newjerseyamwater.com/H2Oprogram**.

To stay informed, we encourage you to update your contact information and emergency alert preferences through MyWater. You can also report issues anytime at emergency.amwater.com.

> **Property managers:** If your tenants are not direct customers, please encourage them to sign up for our alerts at AWCodeRed.com or by texting WATER to 24639.

It's a privilege to help keep your life flowing—thank you for welcoming us into the Township of Montague's community.

Sincerely,

Mark McDonough
President, New Jersey American Water