

August 2025

Dear South Orange Village Resident,

New Jersey American Water looks forward to welcoming you as a customer as we acquire the South Orange Village water system in the Fall of 2025. Final regulatory proceedings are underway, and we anticipate beginning to serve you as a customer this fall. Additional information about the transition will be provided in the near future.

Through this system acquisition, New Jersey American Water will continue to provide you with reliable, affordable, and high-quality water service. As part of the agreement with South Orange Village to acquire the water system, New Jersey American Water will immediately begin making significant investments totaling over \$50 million by 2035 to improve and repair the system's infrastructure including:

- Identifying and replacing all utility lead and galvanized steel service lines to meet New Jersey Department of Environmental Protection mandates.
- Replacement of the Crest Drive Standpipe within five years of ownership to address NJDEP requirements and secure this important water storage facility.
- Rehabilitation of the Main Reservoir and the Newstead Watersphere to strengthen the system's resilience and address deficiencies identified by state regulators and the Village.
- An extensive water main replacement and rehabilitation program.
- A comprehensive analysis of the system to prioritize other system improvements.

Upon transition to New Jersey American Water, you will be charged your current Village water rate for the first two years of water service with three percent annual increases in years three through five. The rate will also include the Lead Service Line Replacement Charge (LSLRC) as we replace customer lead lines throughout the South Orange Village system. This surcharge is to recover costs associated with the replacement of customer-owned lead service lines only. More information about the rates charged by New Jersey American Water and the general rate case process is available at <https://www.amwater.com/njaw/Custom-Service-Billing/Your-Water-and-Wastewater-Rates/>.

**Your first bill from New Jersey American Water will cover more than 30 days because of the current meter reading schedule, resulting in a longer billing cycle. Future bills will be for standard 30-day periods.** Bills may be paid online by logging onto MyWater, by phone, mail, or in person. To mail send payments along with the payment stub to: New Jersey American Water, P.O. Box 371331, Pittsburgh, PA 15250-7331. Your last bill from South Orange Village will be sent to you from the Village, prior to transition to New Jersey American Water.

New Jersey American Water proudly offers bill-paying assistance to eligible residential customers through its H2O Help to Others Program™, administered by **SHARES**. There are two main components of the program: grants and Universal Affordability discounts.



- Grants: Customers who qualify may receive a grant of up to \$500 to help pay their water bill. To qualify for this program, customers must be at or below [300% of the Federal Poverty Level](#).
- Universal Affordability Discount: Customers who qualify may receive a discount, ranging from 15-60% based on household income levels, on their monthly fixed water service charge and volumetric charge. To qualify for this program, customers must be at or below [200% of the Federal Poverty Level](#).

We understand that this transition may generate questions. New Jersey American Water representatives will be present at South Orange Village's National Night Out on August 5, 2025, and Community Day on September 14, 2025, to answer questions and provide additional information. New Jersey American Water offers a customer service line to assist customers with general questions. You can contact our Customer Service Center at 1-800-272-1325, 7 a.m. - 7 p.m. Monday through Friday.

Thank you for the opportunity to serve as your water provider.

New Jersey American Water