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June 1, 2023

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

Dear Valued Customer,

I am pleased to announce that New Jersey American Water has completed the acquisition of Egg Harbor City's water and wastewater systems. We have been providing high-quality, reliable water service to our customers for more than a century, and we're committed to delivering that same standard of excellence to you.

Your water and wastewater is 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 City's water rates, which were recently reduced by five percent. The reduced water rates, as well as the current wastewater rates, will remain in place until New Jersey American Water's next general rate case. 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 City billed quarterly for water and wastewater service. Beginning in July 2023, we'll be transitioning you to monthly billing. Receiving 12 smaller bills instead of four larger bills makes it easier for many customers, especially those on fixed incomes, to include the cost of service in their monthly household budgets. In addition, if you are both a water and wastewater customer of New Jersey American Water, your water and wastewater charges will be included in one bill.

Here's how the billing transition will work: The last bill you received from the City covered metered usage charges from February through the City's final meter reading in May 2023. New Jersey American Water will begin billing you for water and/or wastewater service in July 2023. The first bill will be prorated and cover water and/or wastewater service charges from the City's final meter reading date through New Jersey American Water's first meter read date in July. Then, you will be billed monthly thereafter. Please note: The flat Quarterly Charge for Water Service and Water Quality Act Capital Improvement Fee were previously billed by the City through June. New Jersey American Water will begin billing you for those charges in July 2023.

Please note: Egg Harbor City cannot accept payments on our behalf. If you prefer to pay in person, New Jersey American Water does have agreements with several authorized payment locations across the state. Here are the closest locations:

- WAL-MART, 6801 Black Horse Pike, Egg Harbor Township
- WAL-MART, 4620 Black Horse Pike, Mays Landing
- WAL-MART, 10 Martin Luther King Avenue, Pleasantville, NJ

For a complete listing, visit us online at newjerseyamwater.com. Under Pay My Bill, select Pay In Person.

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 \$575 million in 2022 alone to improve the water and wastewater treatment and pipeline systems. Locally, we plan to invest more than \$14 million in the first 10 years of ownership, including construction of an emergency interconnection with the New Jersey American Water regional system for resiliency, water and sewer main replacements, valve and hydrant replacements and wastewater pump station improvements.
- **High-quality service.** Our team of water and wastewater experts and licensed operators has an exceptional track record when it comes to meeting regulations. 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.
- **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.
- **Emergency notification system.** In case of emergencies, we use a notification system to quickly alert customers via phone, text and email. 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 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.
- **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). In addition, the state **Low Income Household Water Assistance Program (LIHWAP)** can help you pay past due amounts for your water and sewer bills. The program may also be able to help address tax liens due to past due water and sewer bills. To get more information and apply, go to waterassistance.nj.gov or call **NJ211**.

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.

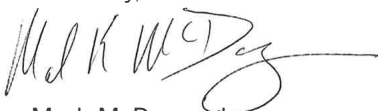
You can also access **MyWater** anytime to view and pay your bill, track water use, and sign up for paperless billing and more. Visit amwater.com/mywater to register. It's that easy. Be sure to have your account number handy.

It's a privilege to serve you.

We are excited to be your new water and wastewater service provider. For more information, please review the enclosed welcome packet. We also invite you to visit us online at newjerseyamwater.com or like us on Facebook at fb.com/njamwater.

Thank you for taking the time to learn more about us and for allowing us to serve you.

Sincerely,



Mark McDonough
President