



September 2023 Update on New Jersey American Water's Water and Sewer Transition

New Jersey American Water completed the acquisition of Egg Harbor City's water and sewer systems on June 1, 2023. They have been providing high-quality, reliable water service to their customers for more than a century, and they're committed to delivering that same standard of excellence to the residents of Egg Harbor City.

Residents received a Welcome Package from New Jersey American Water in early June following the sale. This welcome package can also be viewed online at: <https://www.amwater.com/njaw/Custom-Service-Billing/egg-harbor-city>. **It is important to know that New Jersey American Water adopted the City's water rates (which were reduced 5%) and sewer rates at the time of closing.** The difference now is that New Jersey American Water bills monthly whereas the city used to bill quarterly.

The last bill you received from the City covered metered usage charges from February through May 2023 and your fixed service charges through the end of June. This final bill was mailed to residents the week of May 29, 2023. This bill was due to the City by July 1, 2023. Any past due balances from prior to June 1 will still be due to the City.

New Jersey American Water began billing residents for water and/or sewer service in July 2023. This first bill included a **prorated** fixed service charge of only a few days as well as the water and/or sewer usage charge from the City's final meter reading date through New Jersey American Water's first meter read date in July. Following this initial bill, residents will be billed monthly thereafter which will include the full fixed service charge.

It is again important to remind residents that as part of the sale of the systems, New Jersey American Water adopted the current water and sewer rates that the City had in place. If residents have any additional questions regarding their bills, they are encouraged to visit New Jersey American Water's website or call them at 1-800-272-1325.