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# Ocean City Utility Advisory Commission

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April 8, 2021

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# Agenda

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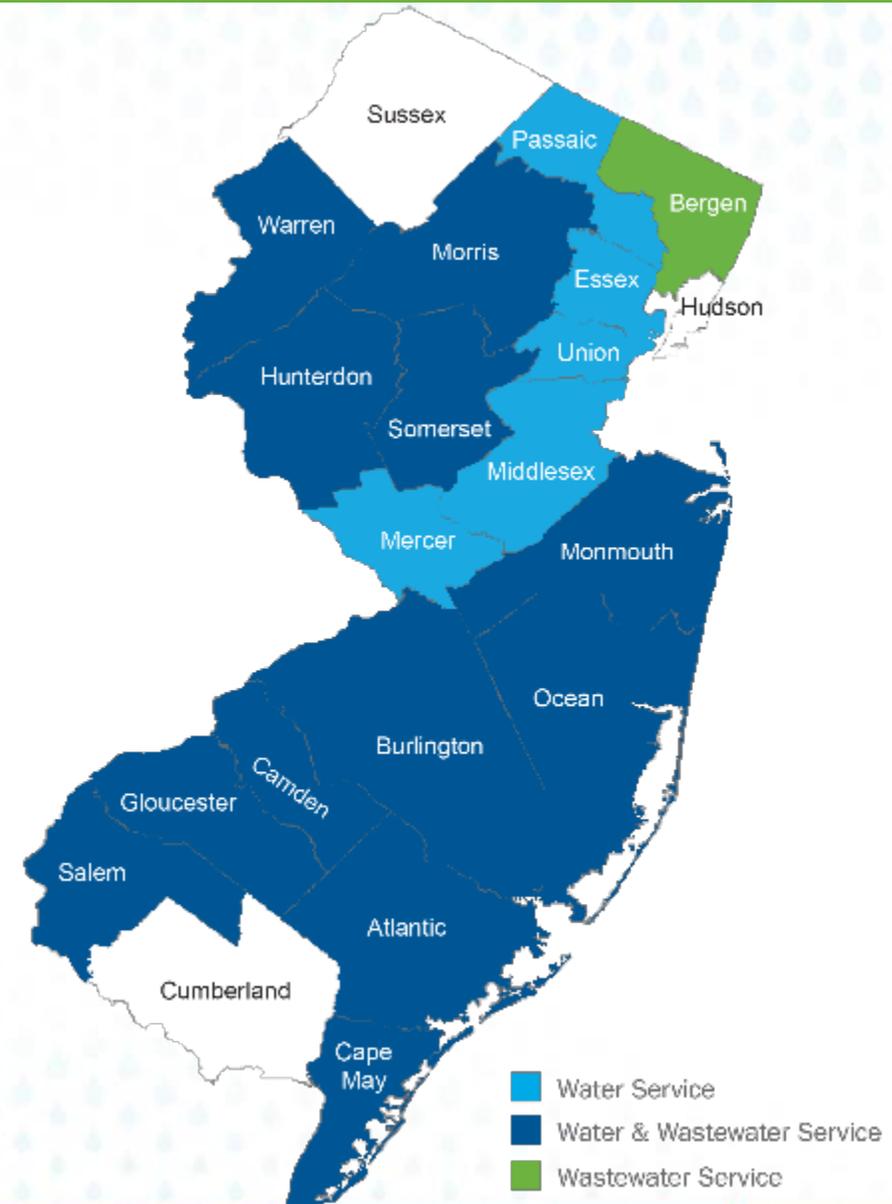
- Overview of New Jersey American Water
- Overview of Local Operations
- Investing in Ocean City
- Understanding Your Bill
- Customer & Payment Assistance
- Water Saving Tips & What Not to Flush
- Q & A

# Who We Are: New Jersey American Water

New Jersey American Water is the largest investor-owned water and wastewater service provider in the State of New Jersey.

Our approximately 840 employees serve:

- Approx. **2.8 million people** in 18 counties
- **657,000 water service customers:**
  - 91% residential
  - 9% commercial and industrial
- **54,900 wastewater service customers**



## Source of Supply

- 71% surface water, 22% groundwater and 7% purchased water

## Treatment Facilities

### 7 surface water treatment plants

- 5 Directors Awards from the Partnership for Safe Water
- Capacity: 384 MGD

### 267 groundwater wells

- Combined capacity: 188 MGD

### 21 wastewater treatment plants

- Capacity: 4.9 MGD

## Mains, Pump & Storage

- 9,894 miles of water and sewer pipe
- 162 water storage facilities
- 196 water and wastewater pumping stations



## We serve 192 communities in the following counties:

- Atlantic
- Burlington
- Camden
- Cape May
- Essex
- Gloucester
- Hunterdon
- Mercer
- Middlesex
- Monmouth
- Morris
- Ocean
- Passaic
- Salem
- Somerset
- Union
- Warren





## **BERGEN COUNTY**

Oakland Twp. – Ramapo River Reserve

## **BURLINGTON COUNTY**

Mansfield Twp. – Homestead; Mapleton

## **CAMDEN COUNTY**

Haddonfield Borough  
Mount Ephraim

## **CAPE MAY COUNTY**

Middle Twp. – Avalon Links  
Ocean City

## **GLOUCESTER COUNTY**

Elk Township

## **HUNTERDON COUNTY**

Bloomsbury Borough – Fawn Run  
Clinton Twp. – Glen Meadows  
Tewksbury Twp. – Crossroads at Oldwick;  
Pottersville  
Union Twp. – Brass Castle; Lookout Pointe;  
Village Square

## **MONMOUTH COUNTY**

Howell Twp. – Adelphia  
Upper Freehold Twp. – Beacon Hill

## **MORRIS COUNTY**

Chester Twp. – Four Seasons at Chester  
Jefferson Twp. – Jefferson Peaks  
Long Hill Twp.  
Mount Olive Twp. – Country Oaks;  
Morris Chase

## **OCEAN COUNTY**

Lakewood  
Plumsted Twp. – Deep Run

## **SOMERSET COUNTY**

Bedminster Twp. – EDE  
Bernards Twp. – EDC  
Hillsborough Twp. – Hillsborough Chase

## **WARREN COUNTY**

Washington Twp. – Hawk Pointe

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# Local Operations

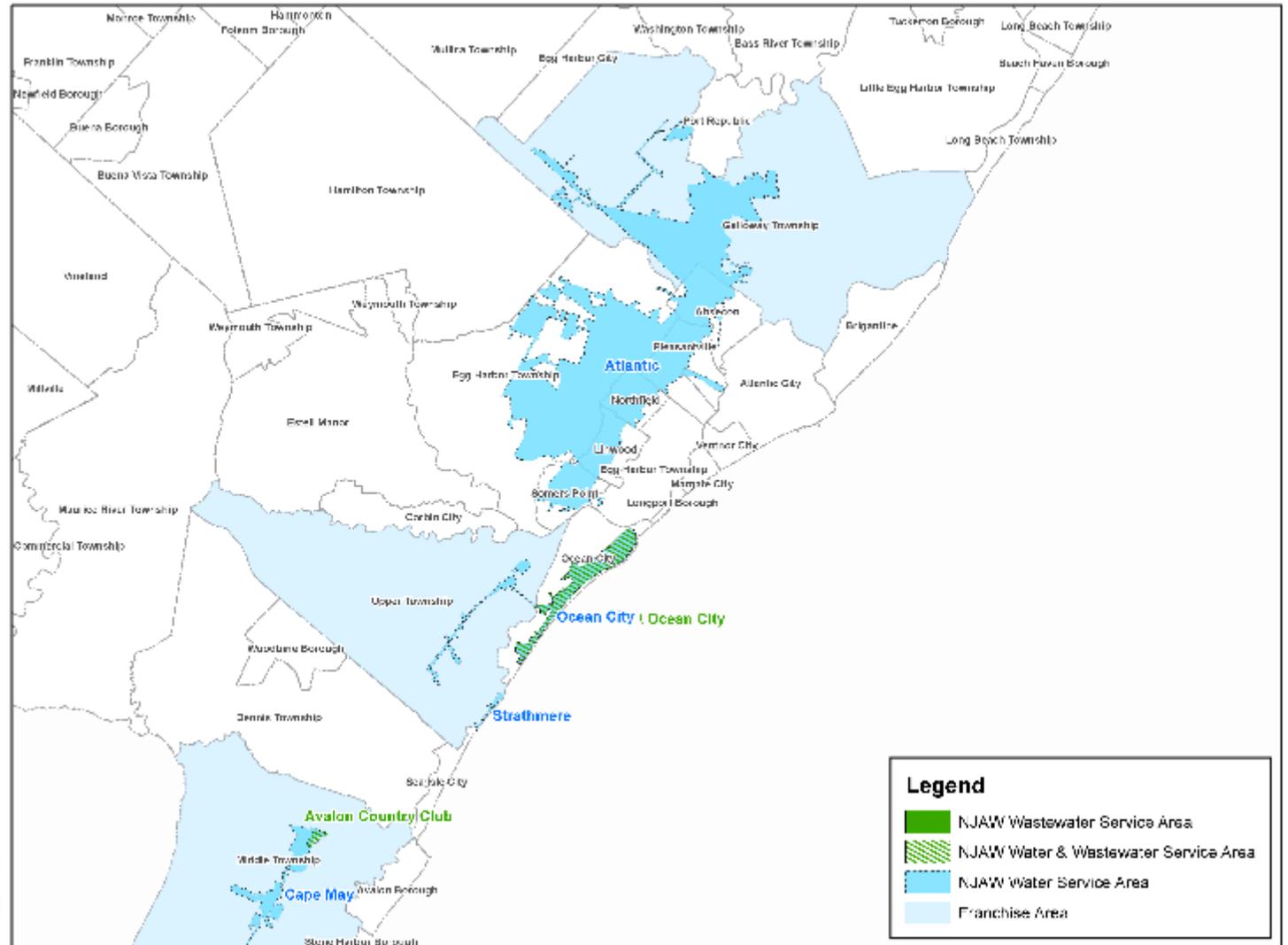
*Presenter:* Eric Hahn, Senior Manager of Operations

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# Who We Are: New Jersey American Water

## Our employees out of our Egg Harbor Township Operation Center serve:

- Approx. 66,300 customers in Atlantic and Cape May Counties
- Approx. 18,500 customers in Ocean City



## Source of Supply

- 100% ground water

## Treatment Facilities

### 8 groundwater wells serving Ocean City

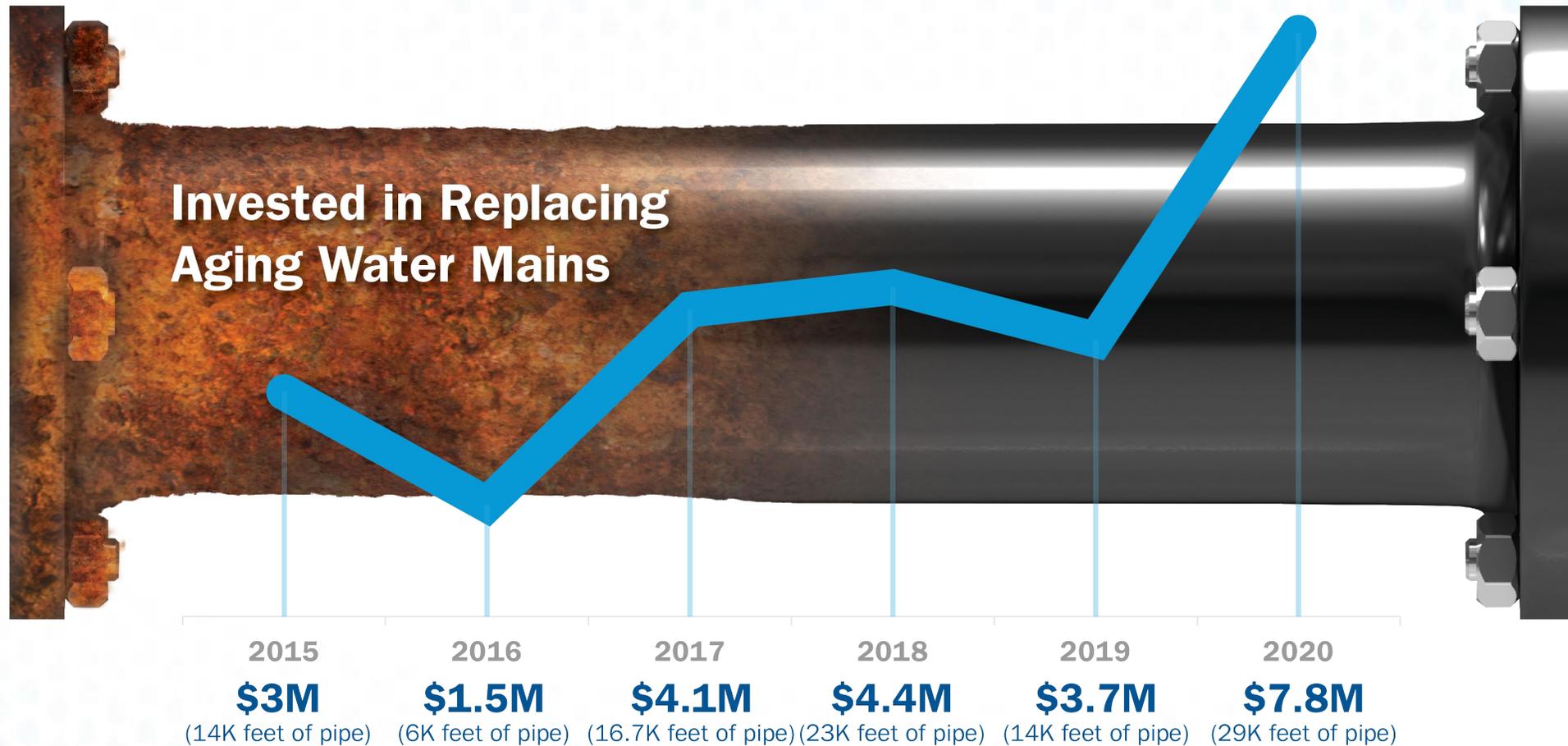
- Combined capacity: 11.8 MGD
  - West Station Road
  - North Street
  - 3<sup>rd</sup> Street
  - 11<sup>th</sup> Street (*soon to be retired*)
  - 20<sup>th</sup> Street
  - 27<sup>th</sup> Street
  - 35<sup>th</sup> Street
  - 52<sup>nd</sup> Street (*soon to be upgraded*)

## Mains, Pump & Storage

- 88 Miles of Pipe
- 2 Water Tanks
  - 8<sup>th</sup> Street
  - 46<sup>th</sup> Street
- 2,743 Valves
- 733 Fire Hydrants



# Ocean City Water System Improvements



**\$24.5 million invested in the last six years.**

## Mains, Pump & Storage

- 83 Miles of Pipe
- 1664 Manholes

## Sewer Lift Stations

**8 total serving Ocean City**

- Gardens
- Bayonne
- 17<sup>th</sup> Street
- Ocean Reef
- Blue Water
- Merion Park
- 41<sup>st</sup> Street
- 53<sup>rd</sup> Street

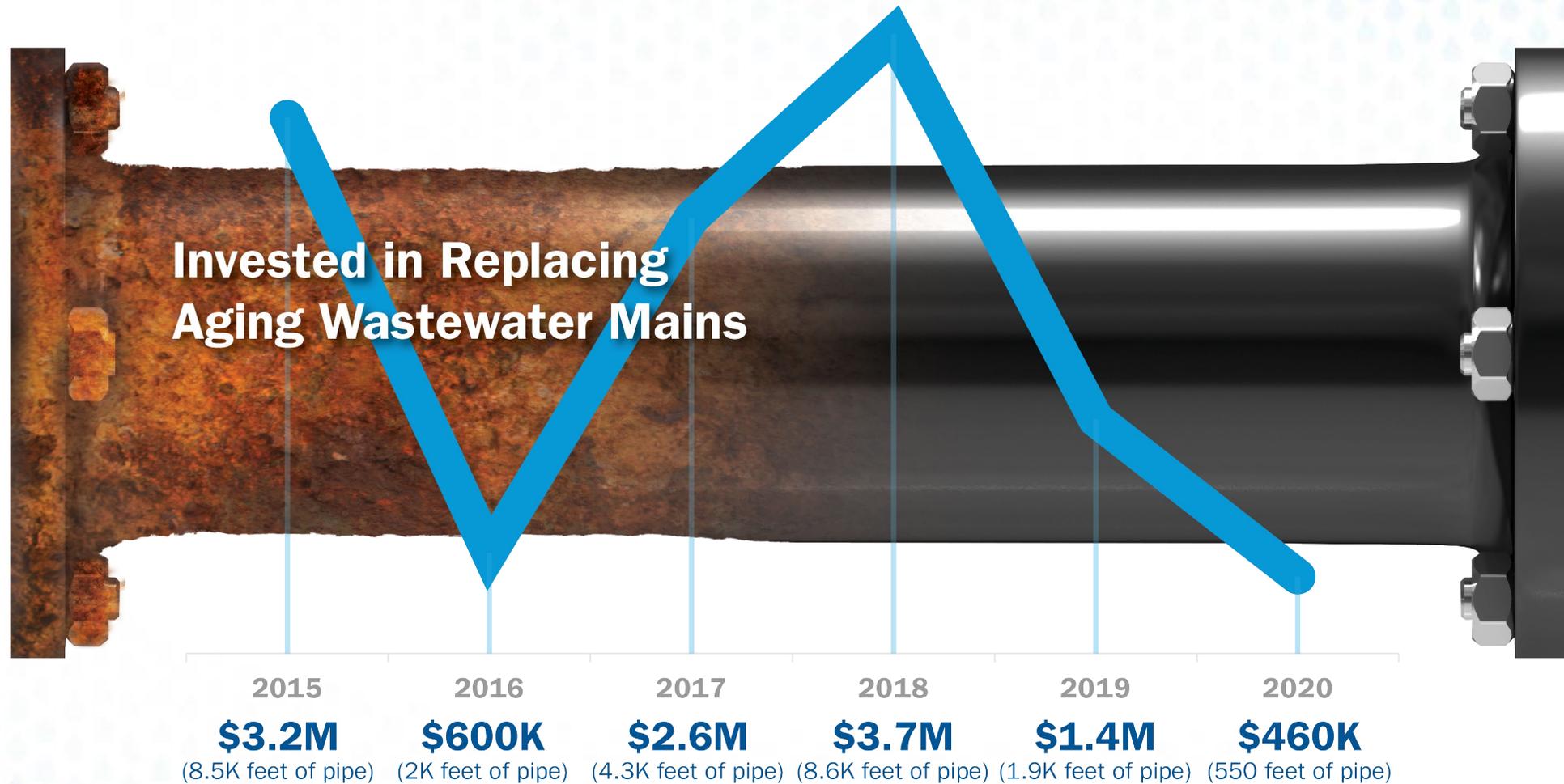
## CMCMUA Lift Stations

**4 lift stations serving Ocean City**

- 3<sup>rd</sup> Street
- 20<sup>th</sup> Street
- 32<sup>nd</sup> Street
- 46<sup>th</sup> Street



# Ocean City Wastewater System Improvements



**\$11.96 million invested in the last six years.**

**“Advanced Meter Infrastructure” (AMI) is an integrated system of smart meters, communication networks and data management systems that provide customers with incremental meter reads and meter alerts.**

**The System delivers access to:**

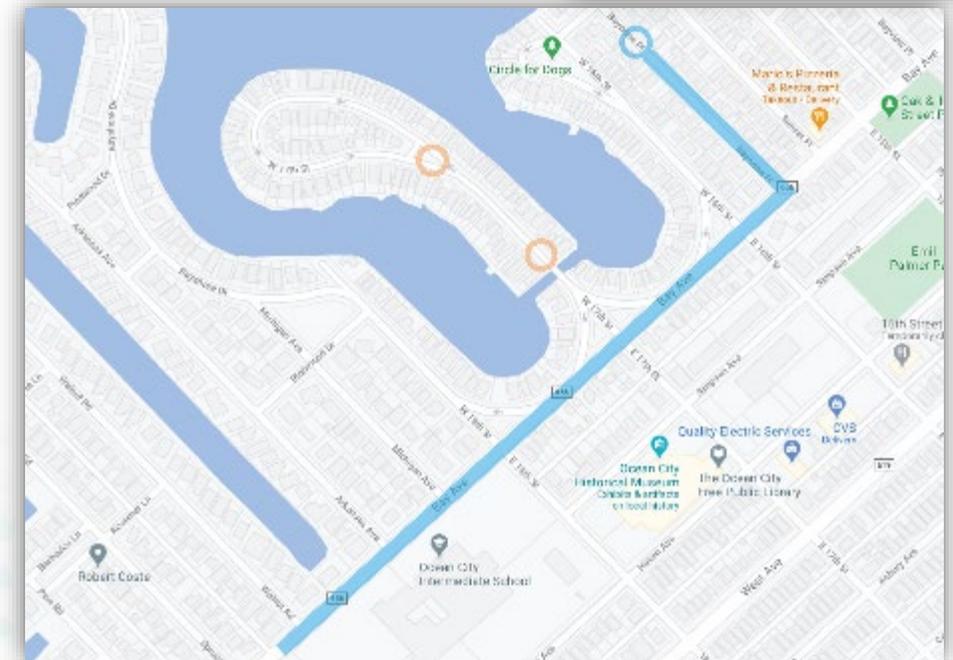
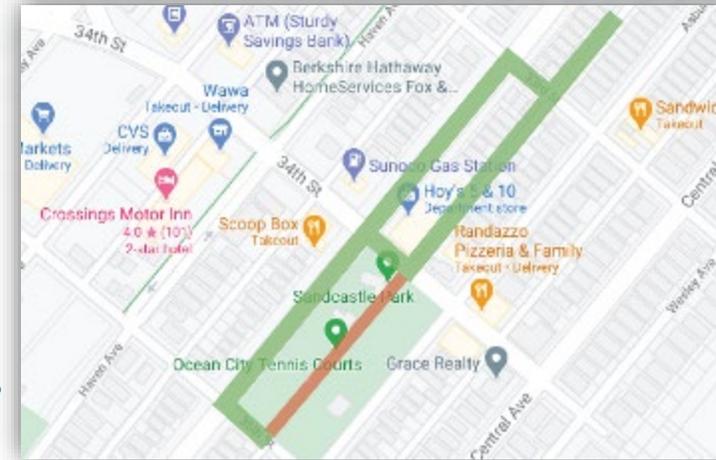
- High Use Water Alerts
- Continuous Flow Alert (Leaks)
- Near Real-Time Access to Water Usage information
- Comparative Analysis for Conservation and Bill Reducing Tips
- Extremely accurate Meter Consumption Data



**Our Fire Road Team deployed a fixed AMI network to customers in Ocean City and Strathmere in 2020.**

# Upcoming Projects in Ocean City

- **52<sup>nd</sup> Street Station – Q2 2021**
  - Additional capacity
  - New building
  - Retirement of 11<sup>th</sup> Street
- **Bayonne Station Improvements – Q4 2021**
  - New gravity sewer
  - Retirement of lift station
- **17<sup>th</sup> Street Sewer Lift Station – Q2 2022**
  - Relocate lift station
  - Replace gravity and force main pipe
- **West Avenue Sewer Relocation – Q4 2022**
  - Frequency of failures
  - Location



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# Understanding Your Bill

*Presenter:* Jamie Hawn, Senior Manager of Rates & Regulatory

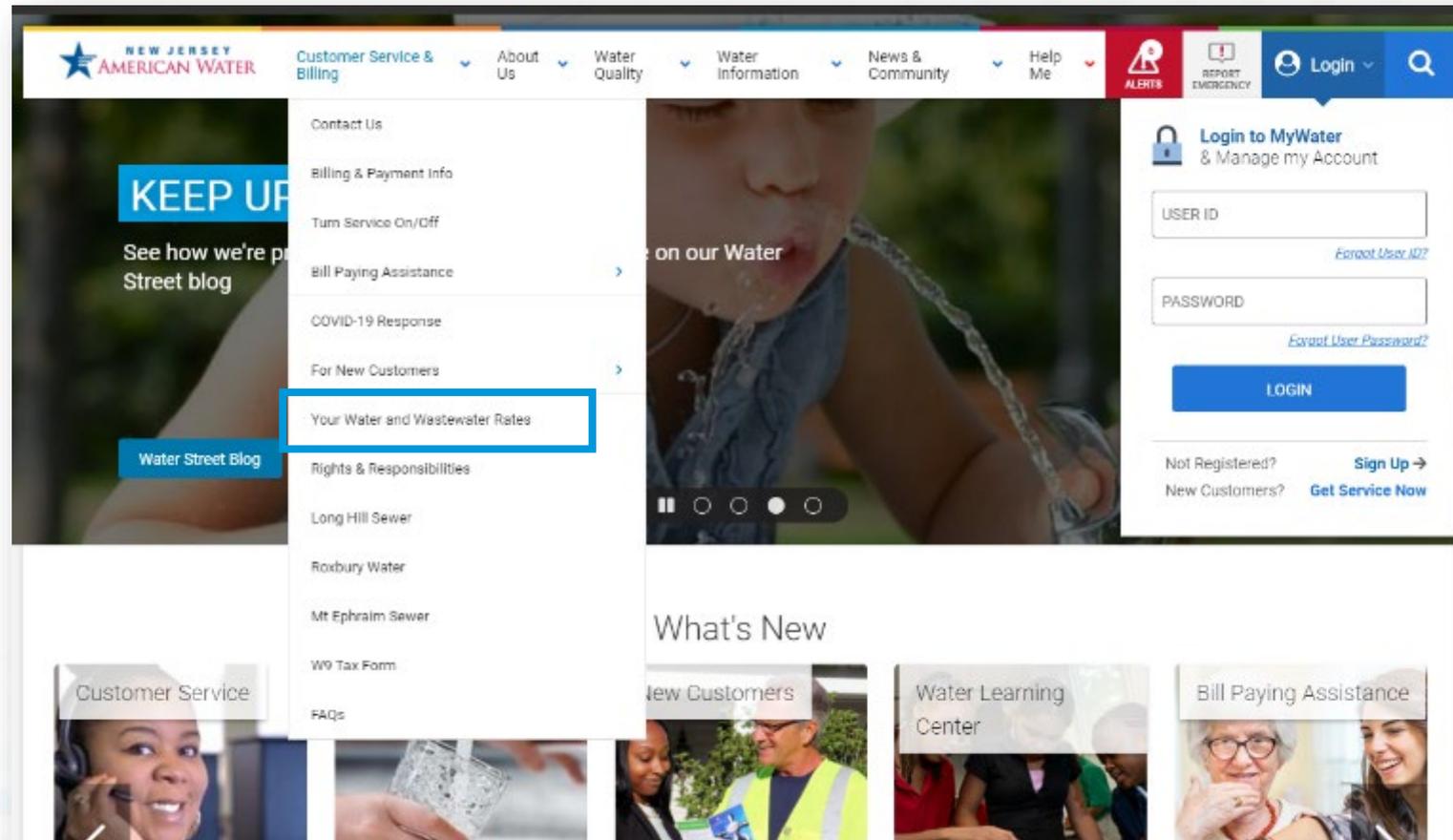
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# Your Water and Wastewater Rates

Your Water and Wastewater Rates can be found on [www.newjerseyamwater.com](http://www.newjerseyamwater.com). Under Customer Service & Billing, Select Your Water and Wastewater Rates.

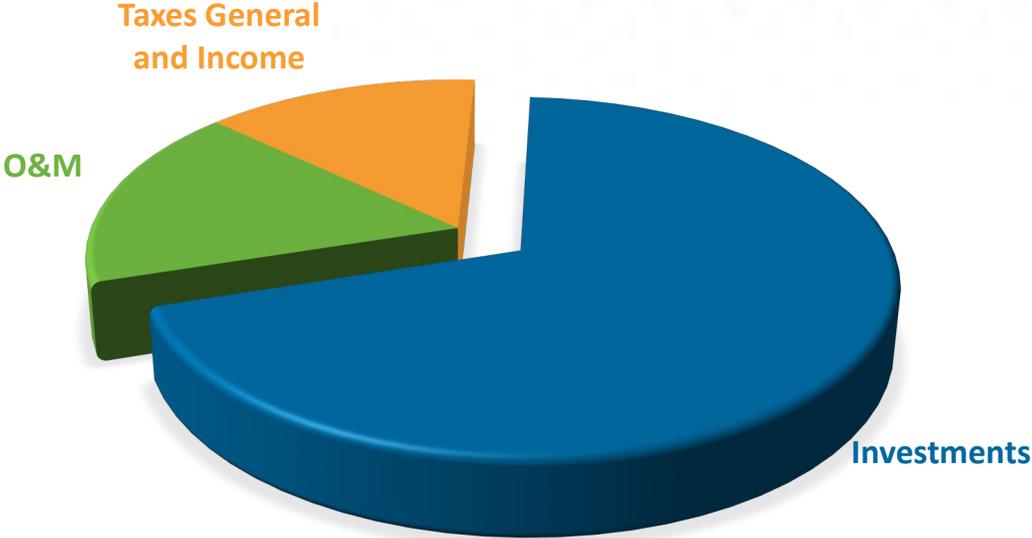
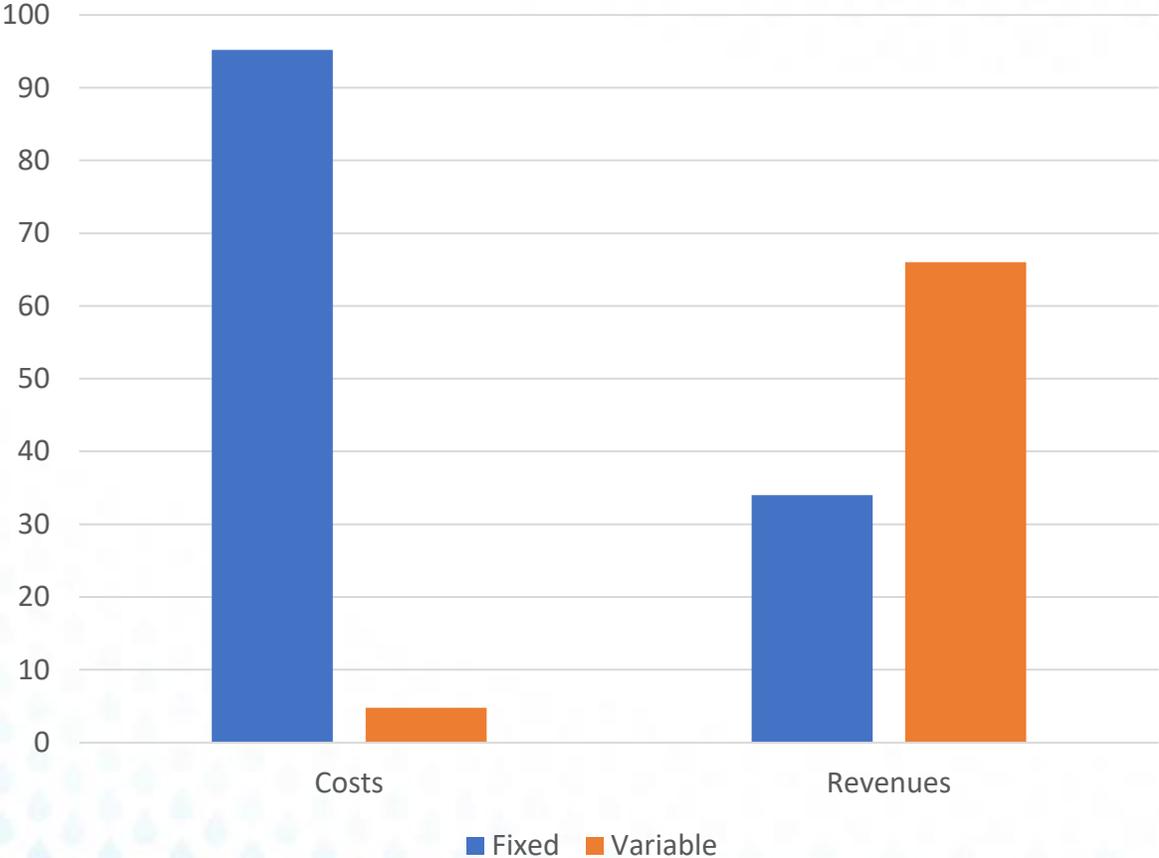
## Here you will find...

- An overview of the Rate Case Process
- New Jersey American Water Tariff
- Distribution System Improvement Charge (DSIC)
- Purchase Water Adjustment Clause (PWAC)
- Purchase Wastewater Treatment Clause (PSTAC)
- Information related to our latest Rate Case Filing
  - *Approved by the Board of Public Utilities (BPU) on October 28, 2020*



# Your Water and Wastewater Rates

What does your rate cover? - Investments in infrastructure is the biggest piece of the pie.



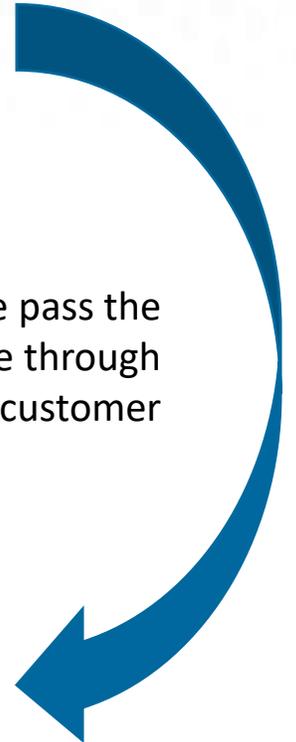
# Purchase Wastewater Charge (PSTAC)



CMCMUA charges New Jersey American Water the Cost to Treat the Sewage from Ocean City  
 (\$8.5 Million in 2020)



We pass the charge through to the customer



<b>Total CMCMUA Cost</b>	\$8,519,399	
<b>Average Summer Period Water Usage</b>	319,877	<i>Million gallons of water used during the summer period (June-Sept)</i>
<b>Customer Rate</b>	\$26.6334	<i>per 1,000 gallons</i>

# Water Service Charges Explained

## September Bill – August - September

Service Related Charges - 08/20/20 to 09/18/20

 <b>Water Service</b>	<b>41.25</b>
Water Service Charge	16.85
Water Usage Charge (40 x \$0.61005)	24.40
 <b>Wastewater Service</b>	<b>105.52</b>
Wastewater Service Charge	97.93
Wastewater Usage Charge (40 x \$0.1898)	7.59
 <b>Other Charges</b>	<b>5.40</b>
Purchased Water Surcharge (40 x \$0.05113)	2.05
Distribution System Improvement Charge (1 x \$3.35)	3.35
<b>Total Service Related Charges</b>	<b>152.17</b>
<b>Protection Programs:</b>	<b>13.33</b>
<b>For inquiries, please call 1-888-378-4458</b>	
Water/Sewer Protection	13.33
<b>Total Current Period Charges</b>	<b>165.50</b>

## February Bill – January - February

Service Related Charges - 01/22/21 to 02/18/21

 <b>Water Service</b>	<b>32.28</b>
Water Service Charge	18.50
Water Usage Charge (20 x \$0.68884)	13.78
 <b>Wastewater Service</b>	<b>19.61</b>
Wastewater Service Charge (12.5 x \$1.225)	15.31
Wastewater Usage Charge (20 x \$0.215)	4.30
 <b>Other Charges</b>	<b>29.27</b>
Purchased Water Surcharge (20 x \$0.05113)	1.02
TCJA Credit - Water	-2.94
Purchased Wastewater Surcharge (12.5 x \$2.66334)	33.29
TCJA Credit - Wastewater	-2.10
<b>Total Service Related Charges</b>	<b>81.16</b>
<b>Protection Programs:</b>	<b>13.33</b>
<b>For inquiries, please call 1-888-378-4458</b>	
Water/Sewer Protection	13.33
<b>Total Current Period Charges</b>	<b>94.49</b>

- **Water Service Charge:** Fixed Charge based on your meter size.
- **Water Usage Charge:** Variable Charge based on actual consumption of water.
- **Purchased Water Surcharge:** Variable Charge based on actual consumption of water.
- **Distribution System Improvement Charge:** Fixed Charge based on your meter size.

# Example: July 2020 Bills

## Meter Reading and Usage Summary

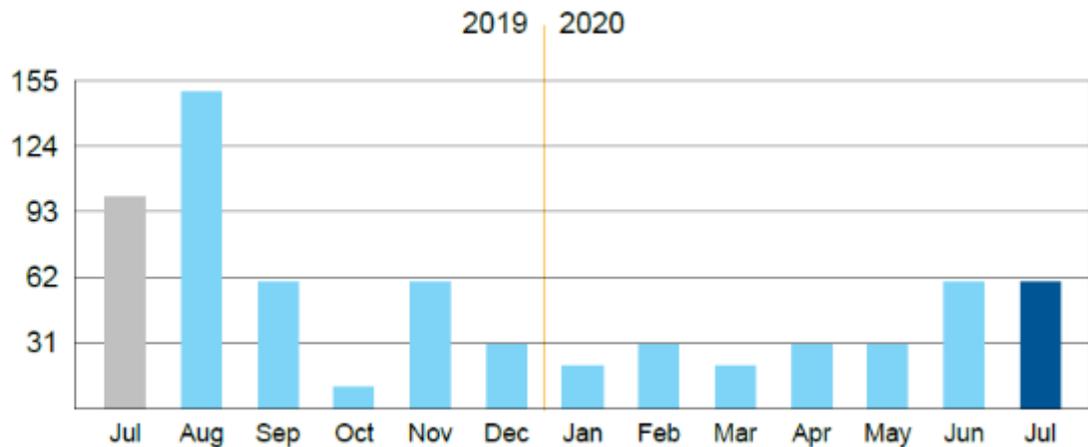
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units
██████████	1,000 gal	5/8"	06/18/2020	07/20/2020	460 (A)	466 (A)	6

A = Actual E = Estimate

1 Billing Unit = 100 gallons

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

- 6,000 gallons = usage for this period
- 10,000 gallons = usage for same period last year



July 2020 usage = 6,000 gallons  
July 2019 usage = 10,000 gallons

# Example: August 2020 Bills

## Meter Reading and Usage Summary

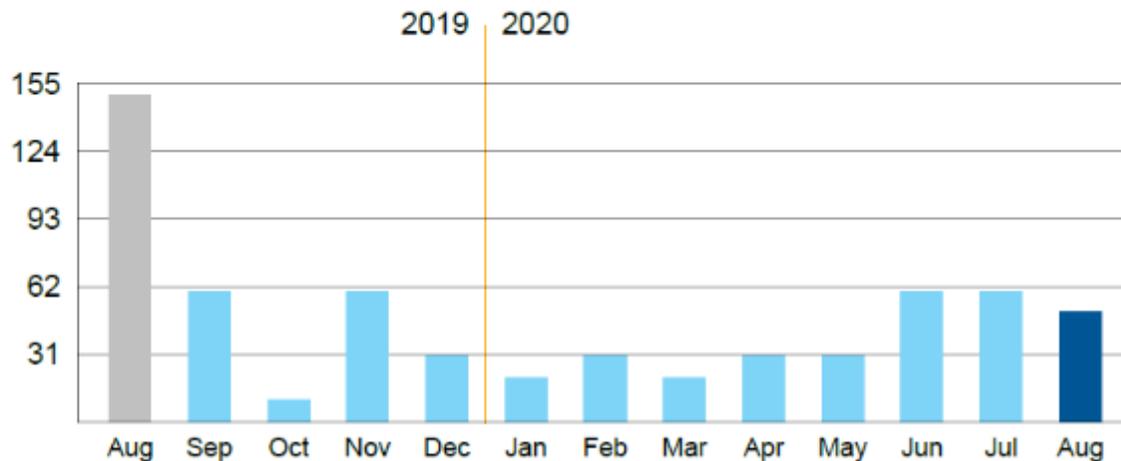
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units
██████████	1,000 gal	5/8"	07/21/2020	08/19/2020	466 (A)	471 (A)	5

A = Actual E = Estimate

1 Billing Unit = 100 gallons

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

- 5,000 gallons = usage for this period
- 15,000 gallons = usage for same period last year



August 2020 usage = 5,000 gallons

August 2019 usage = 15,000 gallons

# Example: September 2020 Bills

## Meter Reading and Usage Summary

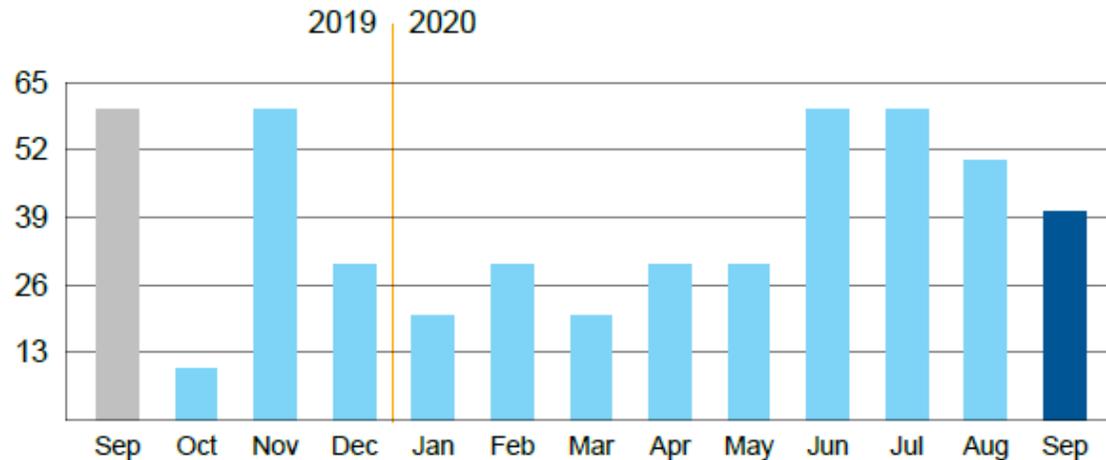
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units
██████████	1,000 gal	5/8"	08/20/2020	09/18/2020	471 (A)	475 (A)	4

A = Actual E = Estimate

1 Billing Unit = 100 gallons

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

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



September 2020 usage = 4,000 gallons

September 2019 usage = 6,000 gallons

### Summer Period Usage

	2019	2020
July	10	6
August	+ 15	+ 5
September	+ 6	+ 4
	<u>31</u>	<u>15</u>

# Wastewater Service Charges Explained

## September Bill – August - September

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Water/Sewer Protection	13.33
<b>Total Current Period Charges</b>	<b>94.49</b>

Service Charge = \$37.9024 per 1,000 gallons

Includes: NJAWC Service Charge = \$11.2690 per 1,000 gallons

PSTAC = \$26.6334 per 1,000 gallons

Usage: 2019 Summer Period: (10+15+6)=31/12 = 2.58 gallons per month

$$\begin{array}{r}
 \$26.6334 \\
 \times 2.5833 \\
 \hline
 \$68.80
 \end{array}
 +
 \begin{array}{r}
 \$11.2690 \\
 \times 2.5833 \\
 \hline
 \$29.11
 \end{array}
 =
 \$97.93$$

### Change in bill format – 1/1/2021

NJAW Service Charge = \$12.2500 per 1,000 gallons

PSTAC = \$26.6334 per 1,000 gallons (no change)

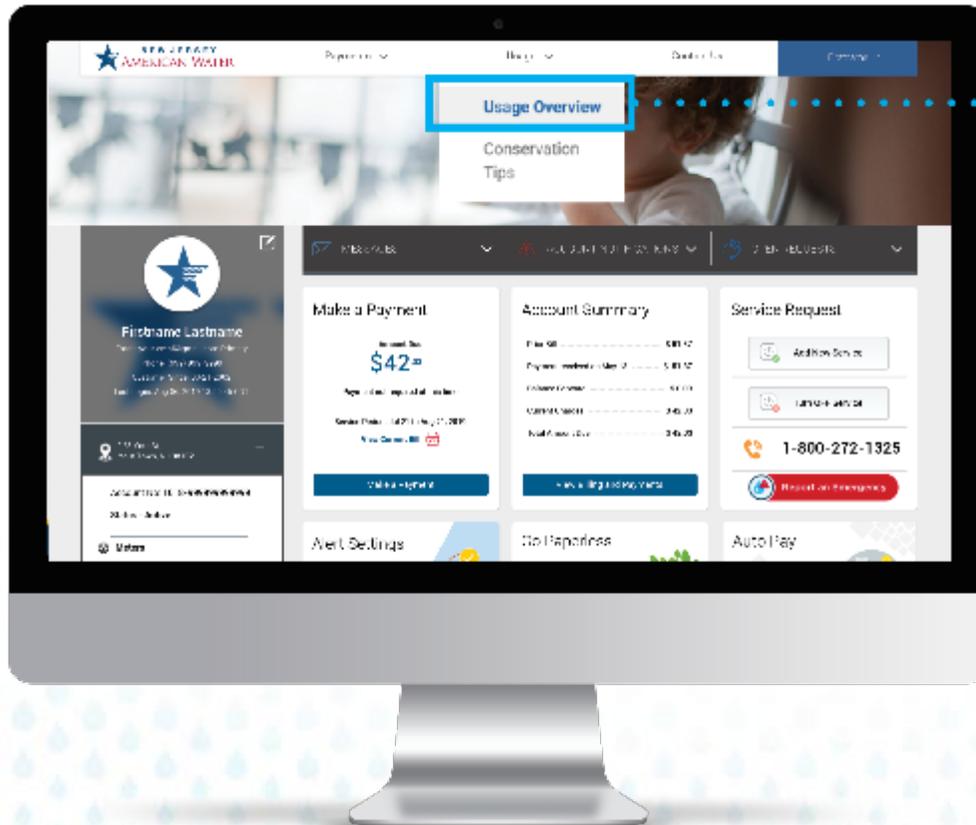
Usage: 2020 Summer Period: (6+5+4)= 15/12 = 1.25 gallons per month

$$\begin{array}{r}
 \$26.6334 \\
 \times 1.2500 \\
 \hline
 \$33.29
 \end{array}
 +
 \begin{array}{r}
 \$12.2500 \\
 \times 1.2500 \\
 \hline
 \$15.31
 \end{array}
 =
 \$48.60$$

# Check Your Usage on MyWater

Customers can look up their usage up to the last 36 months on their **MyWater Account**.

- Customers can access this account at [www.amwater.com/mywater](http://www.amwater.com/mywater).
- Once logged in, Select Usage, then Usage Overview.



## Costs:

- **Water Service Charge:** Fixed Charge based on meter size.
- **Water Usage Charge:** Variable Charge based on actual consumption of water.
- **Purchased Water Surcharge:** Variable Charge based on actual consumption of water.
- No PSTAC or wastewater service charges.
- **Cost of additional Service Line for irrigation meter:** *Approximately \$2,600*



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# Customer Assistance & Tips

*Presenter:* Chelsea Kulp, External Affairs Manager

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## FIVE CONVENIENT PAYMENT OPTIONS



**AUTO PAY**  
(no stamps  
required)



**ONLINE**



**MAIL**



**PHONE**



**IN PERSON**

- **24/7 customer service for emergencies and 24/7 online emergency reporting**
- **Non-emergencies, Mon-Fri, 7 a.m. – 7 p.m.**
- **Emergency alert notification system - phone, email and/or text**
- **Newly redesigned mobile friendly website ([newjerseyamwater.com](http://newjerseyamwater.com))**
- **MyWater online account management portal ([myaccount.amwater.com](http://myaccount.amwater.com))**  
View/pay your bill, enroll in Paperless Billing and Auto Pay, check your account balance, update your contact information, sign up to receive alerts, and more.
- **Paperless billing**

**HAVING  
TROUBLE  
PAYING  
YOUR  
MONTHLY  
BILLS?**



**We're here to help.**

These are unprecedented times marked with uncertainty. But one thing has not changed—our unwavering commitment to our communities and to help keep the water and life flowing for our customers.



## **H2O Help to Others Program™**

- **Grants of up to \$500**  
*Eligibility: Annual household incomes at or below 300% of Federal Poverty Guidelines*
- **Service Charge Discount**  
*Customers who qualify may also receive up to a 100% discount on their monthly fixed service charge for water. Service charge discounts are also available for our wastewater customers.*

## **Payment Arrangements**

- Installment plans to extend the time you have to pay a past due balance

## **Budget Billing**

- Makes managing your cash flow easier by providing predictable monthly payments

# Community Partnerships



- Environmental Grant Program
- Protect Our Watersheds Art Contest
- Firefighting Support Grant Program
- Plant Tours, School Visits, Open Houses\*
- Community/Charitable Support
- National Night Out\*
- Community and Fire Company Festivals\*



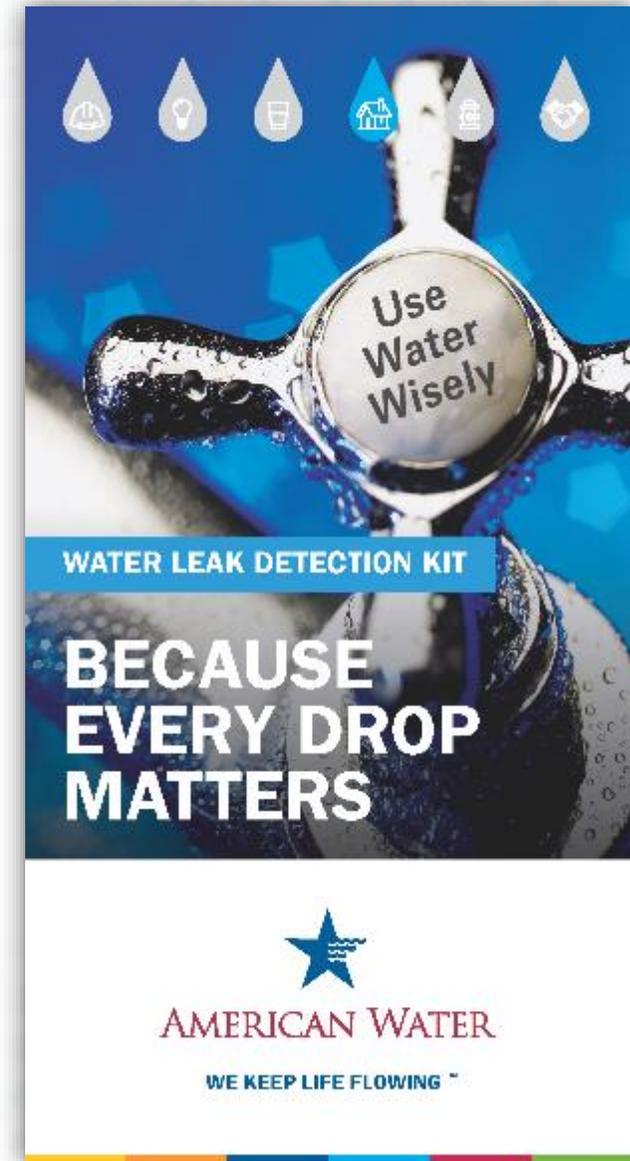
\*Currently unable to provide due to COVID-19

## Outside your home

- **Only water lawns and plants when needed.**
- Water early in the morning or later in the day to minimize evaporation.
- **Make use of rainwater** by installing a rain barrel.
- **Use drought-resistant species** when landscaping.
- **Sweep, don't spray.** Use a broom instead of a hose to clean your sidewalk, driveway, or patio.

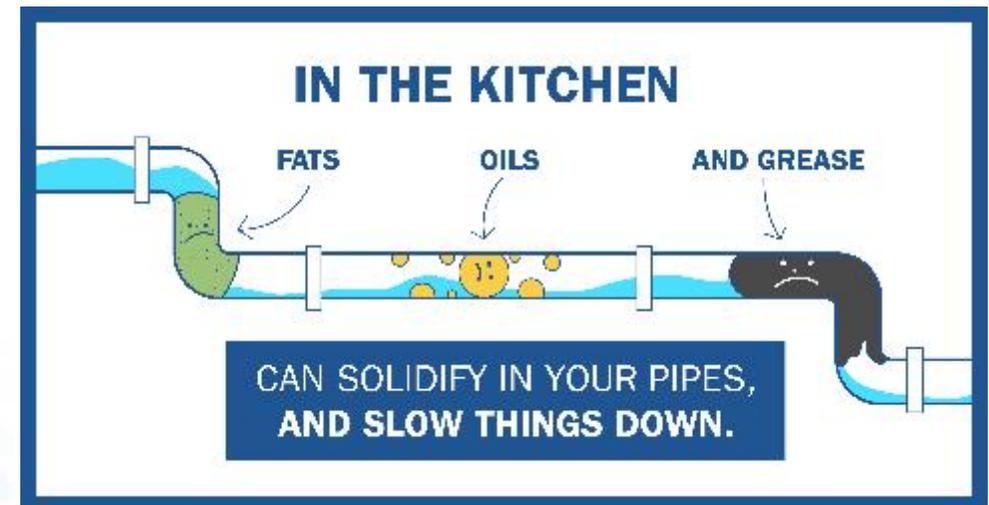
## Inside your home

- Run dishwashers and clothes washers only when they are full.
- Check your toilet, faucets, and pipes for leaks with our **free leak detection kit**.
- Insulate exposed water pipes with pre-slit foam insulation.
- Turn off the tap while brushing your teeth or washing dishes in the sink.



# What Not to Flush Down the Drain

- The answer is not your disposal.
- **“Flushable” Wipes are one of the leading causes of clogged pipes.** Throw them in the trash, not down the toilet.
- **Fats, Oils and Grease (FOGs)** are a problem and should go into an empty jar or coffee can.
- **Strain it, don’t drain it.** Keep food scraps out of pipes by putting a basket/strainer in the drain and empty the trapped pieces into the trash.
- **Slow the Flow** by installing high-efficiency appliances, shower heads and sink aerators.



# Questions About Your Bill?

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**Thomas Hoffman**  
**Service Delivery Specialist**  
**(856) 764-6918**  
[Thomas.Hoffman@amwater.com](mailto:Thomas.Hoffman@amwater.com)

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# Thank you

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