

**Ocean City Utility Advisory Commission's
Informational Session with New Jersey American Water, April 8, 2021**
Common Questions from the Session

1. How do I contact New Jersey American Water about my bill?

Please reach out to Thomas Hoffman, Service Delivery Specialist at 856-764-6918 or via email at Thomas.Hoffman@amwater.com.

2. Will the AMI water metering program work with a condo or duplex?

Yes. The remote monitoring system is attached to each meter for the account. Customers can log onto their MyWater account at www.mywater.amwater.com and it will show account usage for up to 36 months.

3. My condo has a single water meter for both units. The other unit rents and water consumption exceeds ours. What can I do?

You can try negotiating with the other condo owner to split the cost and/or, in some cases, you can pay to have a dedicated meter installed for your unit. For information on the cost of splitting the service and having a dedicated meter, please call our Customer Service Center at 1-800-272-1325.

4. Does the Protection Program coverage cover water and sewer lines?

Yes, the American Water Resources Protection Program does have plans that cover water and sewer lines. Customers can learn more [here](#). All subscribed costs are added to your New Jersey American Water monthly bill under Protection Plans, but this is not a New Jersey American Water service.

5. Does New Jersey American Water repair and replace check valves?

Yes, New Jersey American Water repairs and replaces check valves contained within its system piping. New Jersey American Water does not maintain storm water check valves at bulkheads.

6. I have general questions regarding summer water usage and the billing associated with it. Where can I find more information?

Many common questions related to summer usage and the billing associated with it can be found on the Utilities FAQ page [here](#). If you are interested in learning more about Cape May County Municipal Utilities Authority (CMCMUA) flows, [click here](#) for a CMCMUA presentation from March 25, 2021.

In 1979, a Wastewater Service Agreement was signed between the CMCUA and the County Participants, including New Jersey American Water, which states that each participant will be charged the minimum per year and adjusted for seasonal flow. In the annual CMCMUA User Charge report to each of the agreement's participants, the fixed costs for treating the wastewater (over 80% of the costs) are charged to each participant based on the summer flow period.

7. How much water is used in the summer period by Ocean City New Jersey American Water customers versus the balance of the year?

In the summer period, New Jersey American Water customers use 50% of the total yearly consumption; the other 50% is used over the other 9 months.

8. Describe the wastewater piping systems.

New Jersey American Water owns and operates the collection system. This includes residential and commercial (business) sewer lines from the curb clean out to the main, gravity lines to lift stations, and the pipes intersecting or leading to CMCMUA pipes. CMCMUA owns and operates the wastewater treatment plant, its own lift stations, and forced mains from those lift stations to the plant. The CMCMUA treats the wastewater and discharges the treated water to the ocean.

9. My house was purchased in the fall. Am I responsible for the previous owner's summer water use?

Yes, you will inherit the previous owner's summer period usage for the wastewater service. However, you can contact New Jersey American Water to review your account. Please reach out to Thomas Hoffman, Service Delivery Specialist at 856-764-6918 or via email at Thomas.Hoffman@amwater.com.

10. Do other communities have summer period charges like Ocean City?

New Jersey American Water is only familiar with the communities it serves. In other New Jersey American Water service areas where the PSTAC is charged, the PSTAC is based on the Winter Quarter Consumption with a minimum of 2,000 gallons per month or the actual water usage for the month as approved by the New Jersey Board of Public Utilities (BPU).

11. If Ocean City's water is sourced from local wells, why is there a Purchased Water Surcharge?

In some of its service areas, New Jersey American Water must purchase water from other providers in order to have enough water to meet the demand, especially during peak usage periods. These purchased water expenses are spread across all customers.

12. How will I be notified about flushing happening in my neighborhood? If I am a renter, how can I find out more information on flushing?

Information about the 2021 hydrant flushing can be found [here](#); customers can find out more about why flushing is important and what customers can expect when New Jersey American Water is flushing in your area. New Jersey American Water uses our phone/text/email customer notification system to notify customers before we begin flushing their neighborhood. You must opt-in to these types of non-emergency alerts to receive them.

- Log into MyWater, at mywater.amwater.com.
- On the Alert Settings tile, click on the Edit button, which will take you to the page where you can update your contact information and preferences.
- Customers can also contact Customer Service at 1-800-272-1325 to enroll.

Renters or customers who are not account holders can download the CodeRED application to receive our notifications via the application for their selected areas.

13. Is there a monthly budget billing option available to customers?

Yes. New Jersey American Water offers a budget billing option to its residential customers whose accounts do not have a past due balance. The plan is based on a twelve (12) month time frame and allows the customer to pay a pre-determined monthly amount based on the customer's average usage. For more information, please contact Customer Service at 1-800-272-1325.

14. What are charges for irrigation metering?

For irrigation, a second service line with a separate meter must be installed by New Jersey American Water at an approximate \$2,600 out of pocket cost to the customer; in addition, the customer must hire and pay a plumber to extend the irrigation piping from the meter to the curb. Once the new line for irrigation is installed, the monthly bill for this service will be just like your water charges for residential service. There will be no wastewater charges assessed to an irrigation meter account, but you still need to pay for water use and a fixed monthly charge based on the size of the meter.

15. Is there a minimum usage amount associated with the Wastewater Service Charge and the Purchased Wastewater Surcharge?

Yes. The minimum usage to be charged for these services is 7,480 gallons in total for the summer period (July, August and September). This usage is then divided by 12, which is approximately 623 gallons per month over the following January through December billing cycle. If your summer period usage exceeds 7,480, your monthly charges will be higher.

16. Is it true that New Jersey American Water invoices its Ocean City customers based on a limited monthly average of only the “high-use” summer months instead of the actual water usage for each month?

Not exactly. For the Water Usage Charge, Purchased Water Surcharge and the Wastewater Usage Charge, every customer is billed based on the actual water used for each month. For the Wastewater Service Charge and the Purchased Wastewater Surcharge, customers are billed based on the actual usage billed during the three months of July, August and September, which is the peak period or summer period usage. This peak period usage accounts for over 50% of the Ocean City usage throughout a 12-month period.

17. My account is listed as commercial on the bill. Have I been over-charged?

No. As per the New Jersey American Water tariff, all residential, commercial, industrial, and municipal service customers are billed the same rate. However, only residential customers qualify for budget billing and payment assistance programs, and commercial (non-residential) customers are subject to late payment fees. If you are a residential customer incorrectly listed as a commercial customer on your bill, please reach out to Thomas Hoffman, Service Delivery Specialist at 856-764-6918 or via email at Thomas.Hoffman@amwater.com to have your account class corrected.

18. If I use less than 1,000 gallons per month, will I be charged a 1,000-gallon minimum?

New Jersey American Water does not have a minimum usage requirement for water. Customer usage is billed based on the meter reading.

19. Why do I now see a line for “Purchased WASTEWATER Surcharge under the “other section” of my bill?

Prior to January 2021, the Wastewater Service Charge line on your bill combined the charges for the New Jersey American Water Service Charge and the Purchased Wastewater Surcharge (pass through of CMCMUA costs). To properly represent what the customer is being billed, New Jersey American Water broke out the combined charges **into two separate line items**: the New Jersey American Water Service Charge (now the Wastewater Service Charge) and the Purchased Wastewater Surcharge (still the pass through of CMCMUA costs). These line items use the summer period usage (the actual water usage billing during July, August and September) of the prior year. If your usage was higher in the prior summer period, then you will see an increase in these charges starting in January, but if you used less, then you will see a decrease in these charges starting in January.

22. Did New Jersey American Water receive regulatory approval to use only the summer usage for the wastewater service charge?

Yes, it did. In reviewing the Company’s BPU-approved tariffs as far back as 1994, there has been a provision for using the prior year summer period usage to calculate the wastewater service charge as well as a minimum usage amount. This was approved by the New Jersey Board of Public Utilities.

24. What has been the Purchased Wastewater Surcharge for the last 5 years?

The PSTAC rate per thousand gallons and the effective date are as follows:

\$26.6334 (4/1/2020)
\$23.8574 (4/1/2019)
\$25.6889 (4/1/2018)
\$24.2286 (4/1/2017)
\$24.9644 (4/1/2016)

25. What was paid by New Jersey American Water to CMCMUA to treat the OCNJ waste for the last 5 years?

The CMCMUA actual costs paid by New Jersey American for the last 5 years are as follows:

\$9,465,793 (2020)
\$8,470,145 (2019)
\$8,212,098 (2018)
\$8,598,348 (2017)
\$8,175,645 (2016)

These annual costs from CMCMUA are shared among the OCNJ customers based on each premises' prior year summer period usage. Instead of CMCMUA sending you a bill for this service, it was agreed that New Jersey American Water would charge for this wastewater treatment service on its bill.

Customers are encouraged to reach out to New Jersey American Water at 856-764-6918 or via email at Thomas.Hoffman@amwater.com with any additional questions.