



NEW JERSEY  
AMERICAN WATER

# West 17<sup>th</sup> Street Improvements

Project  
November 13,  
2021



RANKED  
HIGHEST  
IN CUSTOMER  
SATISFACTION  
WITH LARGE  
WATER  
UTILITIES IN  
THE  
NORTHEAST

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# 100-Plus Years and Flowing

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Founded in 1886, American Water has served customers and communities for more than 130 years. And as the country's largest publicly-traded water and wastewater utility company, we cover a lot ground. Our size and scale differentiate us from our competitors in terms of the type of solutions we can offer our communities. Here are a few of the numbers that we're proud to share.

1

Gallons of water treated and delivered every day

7,000

Employees serving communities nationwide

25

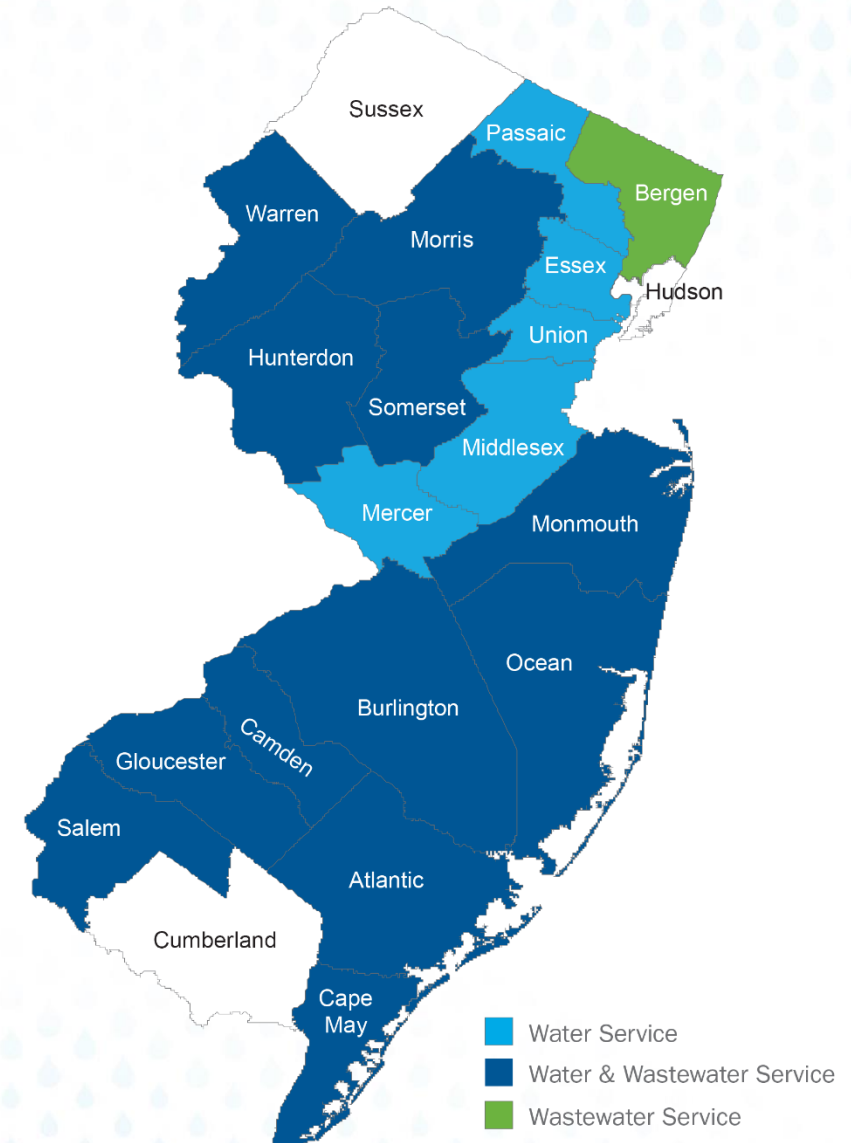
Years receiving awards for quality

# 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



# Our Wastewater Systems



## **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

## **MONMOUTH COUNTY**

Howell Twp. – Adelpia  
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

# West 17<sup>th</sup> Street Improvements Project

## Why are we investing \$3M in this system?

- The existing water & sewer infrastructure installed in the 1950's is at the end of its useful life.
  - Sanitary Lift Station
  - 2,000 LF of gravity sewer collection mains
  - 2,000 LF of water distribution mains & appurtenances
- Current location poses access issues for nearby residents & NJAW maintenance crews
- Critical electrical & controls equipment is subject to flooding



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## NJAW Proposed Upgrades

- **New Sanitary Lift Station – located in traffic median**
  - Accessibility for maintenance
  - Accessibility for residents
  - Designed to have all critical components out of the 100-year flood elevation
  - Addition of Odor Control Equipment
- **2,000 LF of 8" PVC gravity collection mains**
  - 14 new manholes
  - Renewed service laterals to the property lines
- **650 LF of 6" PVC sanitary forcemain**
- **2,000 LF of 8" PVC water distribution mains**
  - Renewed service lines to property lines

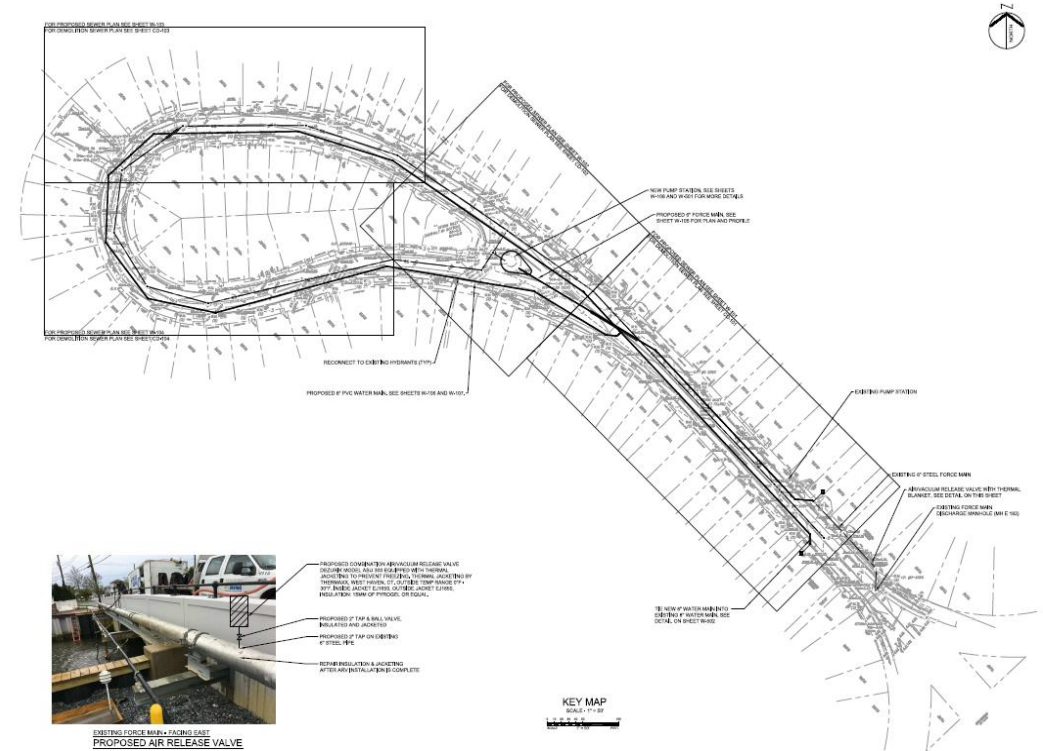
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## Projected Construction Schedule


- New Sanitary Lift Station – construction Spring 2022
- 2,000 LF of 8" PVC gravity collection mains – construction to follow the completion of the lift station (Fall 2022)
- 650 LF of 6" PVC sanitary forcemain – constructed with the lift station (Spring 2022)
- 2,000 LF of 8" PVC water distribution mains – construction to follow the completion of the sanitary sewer scope of work (Fall/Winter 2022)
- Final road restorations will be coordinated with the City of Ocean City

*\*Dates are subject to change based upon schedule of successful bidder & material availability. All work will be*

*coordinated with the City of Ocean City's Stormwater Management Project*








# Customer Service



**Customer Service  
Your Way**

**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.  
1-800-272-1325
- Emergency alert notification system – phone & email
- Newly redesigned mobile friendly website ([newjerseyamwater.com](http://newjerseyamwater.com))
- NJAW will have on-site project representation throughout the construction process for daily monitoring & coordination.



# Questions?

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Adam Kane, P.E.  
Sr. Project Engineer  
New Jersey American Water

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