



April 3, 2017

Dear Customer,

On April 3, 2017, American Water completed the acquisition of Shorelands Water Company, and now New Jersey American Water is proud to be your new water service provider. We have been providing safe, reliable service to customers for more than a century, and we are committed to delivering that same standard of excellence to you.

We have a strong reputation for leadership, innovation and expertise in water service, and we have the people and technologies in place to meet your water needs, as well as those of your community.

Your water rates will not change, because we have adopted Shorelands' existing rates. And, like Shorelands Water Company, we are regulated by the New Jersey Board of Public Utilities, and any future proposed changes in rates will be subject to extensive governmental review and approval in an open and transparent manner.

In the coming months, our plan is to transition you to our billing system, which will enhance the payment options available to you. We look forward to this improvement and will provide you with an update closer to when that transition takes place.

Until the billing systems are consolidated, the customer service phone number for water billing and service questions will not change. We can be reached at 732-264-5510, Monday through Friday from 8 a.m. and 4:30 p.m. For after-hours water emergencies, customers can contact us 24/7 at 732-264-5510. In addition, the payment options will remain the same until we transition you to our billing system. For more information on payment options, please visit shorelandswater.com.

We are excited to be your new water service provider and look forward to serving you now and well into the future.

Sincerely,

Robert G. MacLean
President
New Jersey American Water