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Homeowners Impacted by Hurricane Sandy Asked to Contact New Jersey American Water

Company seeks to identify customers with homes damaged by storm

VOORHEES, N.J. (November 2, 2012) – New Jersey American Water advises its customers who had property damaged or destroyed by Hurricane Sandy to call the company if a shut off of their water service is required, or if their account status needs to be amended. Customers can call New Jersey American Water’s 24-hour call center at 800-652-6987

“Our best wishes go out to our customers and to all of those who are recovering from the effects of Hurricane Sandy,” said Steve Schmitt, vice president of operations for New Jersey American Water. “As customers determine the condition of their homes, if there is a need to have their water service suspended or changed, we stand ready to assist those customers.”

Because a number of the company’s operations remain on back-up generators, customers are asked to conserve water by limiting unnecessary water use until further notice.

New Jersey American Water suggests the following conservation tips:

- Please refrain from nonessential uses of water, such as lengthy showering and bathing, as well as lawn watering.
- Avoid using outdoor hoses for storm clean up. Use a broom instead.
- For customers who have electrical service: Run dishwashers and laundry washing machines only when they are full. If you have a water-saver cycle, use it
- Regularly check your toilet, faucets, and pipes for leaks

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New Jersey American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.5 million people. Founded in 1886, American Water is the largest publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 7,000 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in more than 30 states, as well as parts of Canada. More information can be found by visiting www.amwater.com.