

Welcome to Edison Water Utility

Customer Information:

Welcome to the re-established **Edison Water Utility**. **Effective January 1, 2020**, Edison Water Utility will become your new water service provider.

Effective **January 1, 2020** Edison Water Company will transition management and operations from American Water to the Township of Edison and the new operator will be **Edison Water Utility**.

For customer service and billing inquiries call 732-248-6400.

All emergencies such as water main breaks, water quality issues, water outages and water leaks can be reported to the **Emergency number at 732-287-0100**.

Please Review a Sample Bill:

Attached is a sample bill that reflects the following basic formatting adjustments: the bill payee, **Edison Water Utility** and the new payment billing address, customer service/emergency number, website address and billing due date, all of which are highlighted on the enclosed attachment.

*Edison Water Utility
100 Municipal Blvd
Edison, NJ 08817
732-248-6400*

Payee Name will be: Edison Water Utility

Bill Payment Options:

The following bill payment options will be available as of January 1, 2020:

ONLINE-Go to our website: www.edisonwaterutility.org for instructions.

ACH - Sign up for this free direct withdrawal service and we will initiate the debit from your checking or savings account on the due date. Authorization agreement form is available online www.edisonwaterutility.org and a form is included in this mailing. *Application must be received in the office of The Edison Water Utility at least 15 days prior to the payment due date.*

BILL PAY - Use your bank's online bill pay service to send electronic remittances to be applied to your water account number. Please ensure you include water account # including the dash.

DROP BOX - Deposit payment in 24 hour curb side drop-off box in front of the Municipal Building. **Note:** Drop Box payments will be posted the next business day.

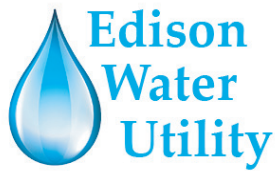
IN PERSON - Cash, check, money order or credit card (fee applies) payments at our counter on the 2nd floor of the Municipal building. Office Hours are Monday through Friday, 8:00am to 4:30pm, *excluding township holidays*.

BY MAIL - Allow at least 5-7 days for mailing. **Postmark is not accepted**. Please do not use paper clips. Mail to Edison Water Utility, 100 Municipal Boulevard, Edison, NJ 08817.

New Website

The Edison Water Utility website is available for all your customer service, billing and service inquiries. All information related to the Edison Water Utility can be accessed via the website.

Available as of January 1, 2020
www.edisonwaterutility.org



Frequently Asked Questions about Water Transition

Why is transition taking place?

Edison Water Utility is being re-established as a result of passage of a referendum in September 2019 which mandated that the public water distribution system be operated and managed by the Township of Edison. Effective January 1, 2020 Edison Water Utility will operate and manage the water distribution system that was previously managed by American Water.

Will I continue to be billed with the same frequency?

Residential Customers: Yes, Edison Water Utility will continue to bill on a quarterly basis.

Commercial/Industrial Customers: Yes, Edison Water Utility will continue to bill on a monthly basis.

Will my meter continued to be read with the same frequency?

Meter reads will continue with a similar reading cycle.

Where should I mail my payment?

Commencing January 1, 2020 all payments should be mailed to:

*Edison Water Utility
100 Municipal Blvd
Edison, NJ 08817*

When will I receive my first bill?

Edison Water Utility will commence reading meters and billing customers as of January 1, 2020. Edison Water Utility will continue reading your meter using a similar reading cycle; however you may not receive the bill on the same day as you did previously. The first bill you receive from Edison Water Utility will cover water usage from the last time the meter was read by American Water through the first meter reading performed by Edison Water Utility within your quarterly billing cycle.

Are my rates changing as a result of the transition?

Edison Water Utility rates will remain the same on 1/1/20; however they will be evaluated by the Edison Township Council during 2020.

Questions related to your bill?

As of January 1, 2020 the Edison Water Utility will answer all your questions related to your water billing and customer service questions. You can direct all your questions to 732-248-6400, visit www.edisonwaterutility.org or email billing@edisonwaterutility.org.

I was enrolled in American Water Resources Water Line Protection Program. How will that be impacted?

American Water Resources sent notices to customers who were enrolled in the program in June 2019 letting customers know that their enrollment would be cancelled July 31, 2019. This notice included information to enroll in a similar program to continue water line protection with American Water Resources Water Line Protection Program. Any questions, please contact American Water Resources at 888-378-4310.

FOR ALL WATER EMERGENCIES

732-287-0100

As of January 1, 2020