



Dear Valued Customer,

New Jersey American Water is proud to be your local water service provider, and we are committed to providing you with the highest quality water and service possible. I am writing you today to tell you that we made an error recently, and while this was not an emergency, it is something we need to communicate to you.

Attached is a customer notification required by the New Jersey Department of Environmental Protection (DEP) to inform you of the error. The notice explains that water samples taken at our Jumping Brook Treatment Plant on September 2, 2019, showed an increased amount of turbidity, which was above the levels permitted by the DEP, in one portion of the treatment process for a short period of time. As soon as the issue was identified, we acted quickly to stop the flow of water and remove the cause (a faulty sensor in the system). Thanks to the quick response by our expert professionals at the plant, we were able to efficiently and effectively restore our system to normal.

While the samples taken of the finished water leaving the plant did not show any contamination, we are still required to notify you of this issue, because it is your right to know. We take responsibility for this error, and we have instituted additional engineering and process controls to prevent this from occurring again.

If you have any specific questions or concerns, please call our Customer Service Center at 1-800-272-1325, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

A handwritten signature in black ink that reads "Cheryl Norton". The signature is written in a cursive style with a loop at the end of the last name.

Cheryl Norton
President, New Jersey American Water