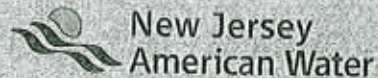


24-Hour Customer Service Center: 1-800-452-4937  
[www.njamericanwater.com](http://www.njamericanwater.com)



# Be water smart

saving water  
is so easy

## Our Customer Charter

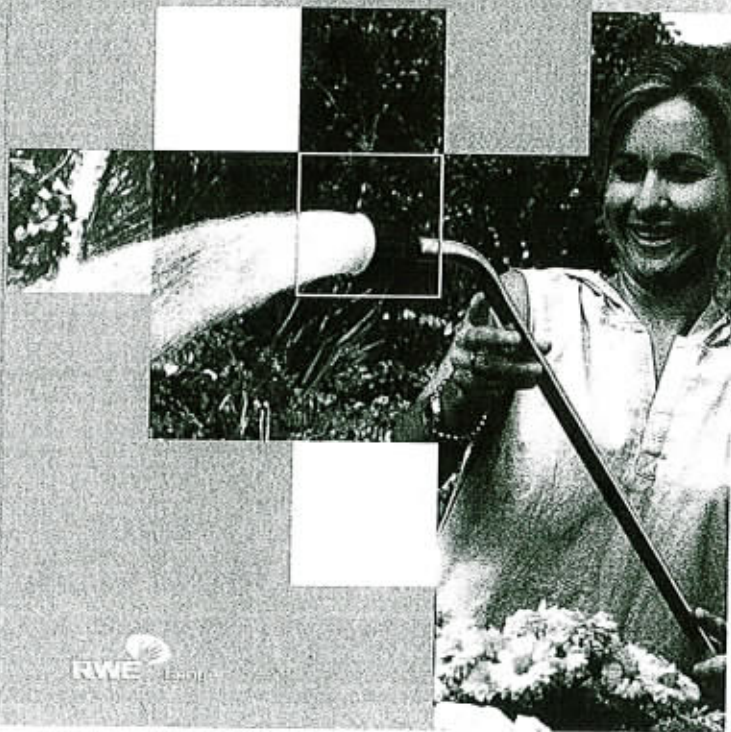
### We Are...

- dedicated to service excellence
- focused on personalized solutions
- committed to our customers' health and welfare

*therefore...*

### We Will...

- partner with our customers
- treat them with dignity and respect
- enhance their quality of life
- earn their loyalty
- exceed their expectations



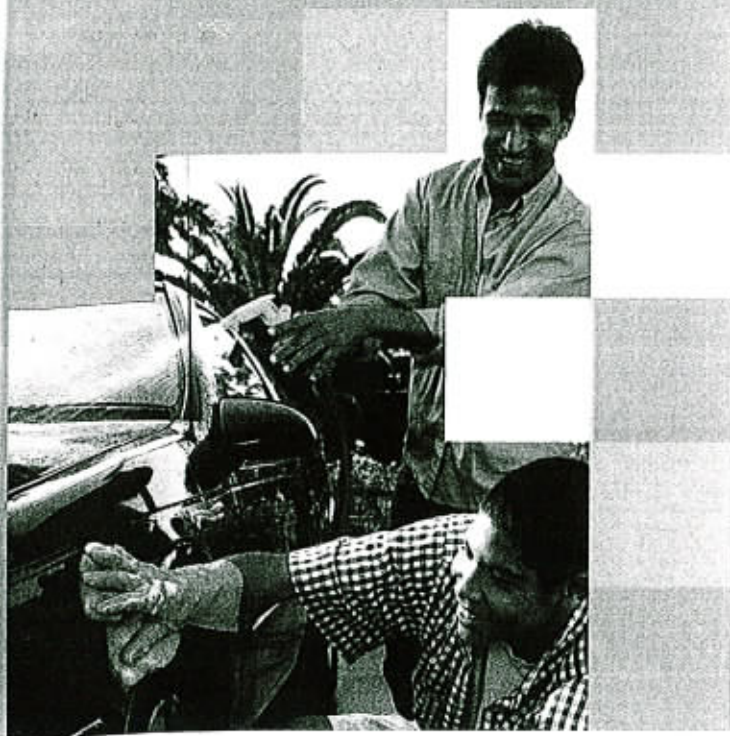
www.njamericanwater.com





## Water...it's so easy to take for granted.

When you want to brush your teeth, cook dinner or take a shower, simply turn on the tap and have confidence that high-quality New Jersey American Water is always flowing. We do, however, encourage our customers to use water wisely.



### **Saving water is so easy. Just follow these tips and save!**

#### **In the bathroom**

- Where is the most common household water waste? In a leaky toilet. Check your toilets for leaks by putting a few drops of food coloring in the tank, then watch for a few minutes to see if the color shows up in the bowl. If the color shows up in the bowl, you have a leak. It is not uncommon to lose up to 100 gallons a week from this type of leak. If you have a leak, repair your toilet and save.

#### **On the patio**

- Use a broom, not a hose, when cleaning patios and sidewalks.

#### **In the yard**

- Water your lawn and plants in the early morning or in the evening to reduce evaporation.
- Know your climate. Some plants are better suited to the soil and weather conditions present in your area. Trying to plant vegetation that is not well suited to the conditions in your area can be a frustrating waste of time, money and water.

#### **On the driveway**

- Don't leave the water running while washing your car, boat or RV. Always use a spray nozzle.

*Saving water isn't just good for your pocketbook, it's good for the environment. Working together, we can conserve water and preserve supplies to meet our future needs.*

# The Three Stages of a Drought

## Drought Watch

A drought watch indicates that the New Jersey Department of Environmental Protection (NJDEP) is closely monitoring precipitation, stream flows and reservoir and ground water levels, and water demands. Under a drought watch, the public should begin voluntarily cutting back on water usage.

## Drought Warning

A drought warning condition may be declared by the Commissioner of NJDEP and represents a non-emergency approach to managing available water supplies. Under a declared drought warning, the DEP may order water purveyors to determine alternative sources of water and to transfer water around the State from areas with relatively more water to those areas in need. The purpose of this stage of a response to drought conditions is to avert a more serious water shortage that would result in the declaration of a water emergency and mandatory water use restrictions.

## Drought Emergency

A water supply emergency can only be declared by the Governor. During a water emergency, due to drought conditions, a phased approach to restricting water consumption may be initiated. Phase I of water use restrictions typically targets non-essential, outdoor residential water use. If anyone is uniquely impacted by the restrictions, they can apply for a hardship exemption. While drought warning actions focus on improving the supply of water, drought emergency actions focus on reducing water demands.

**An example of the type of water use restrictions enacted during a drought emergency could be odd/even watering.**

### Odd/Even Watering

What does it mean when restrictions call for odd/even watering days?

The answer is as simple as 1, 2, 3!



If your address is an odd number, you water on odd days  
If your address is an even number, you water on even days

Taking these measures can help us avoid putting a strain on our system during peak demands this summer.