



ONLINE RESOURCES

Help us share valuable information with your residents

To help increase communications with customers, here is helpful information and links that can be placed on your town's website.

New Jersey American Water is proud to be Riverton's water provider.

Customer Service Center: 1-800-272-1325

Hours: 7 a.m. – 7 p.m., Monday through Friday. For emergencies, we're available 24/7

Website: www.newjerseyamwater.com

Below are some direct links to important resources:

- Report an Emergency: <https://emergency.amwater.com>
- Turn Service On/Off: <https://www.amwater.com/njaw/Customer-Service-Billing/turn-service-on-off>
- Water Quality Reports: <https://www.amwater.com/njaw/Water-Quality/Water-Quality-Reports/>
- Customer Assistance Programs: <https://www.amwater.com/njaw/Customer-Service-Billing/Bill-Paying-Assistance/>
- Conservation Tips: <https://www.amwater.com/njaw/Water-Wastewater-Information/wise-water-use>
- Lead Service Line Replacement Program & Map: <https://www.amwater.com/njaw/Water-Quality/Lead-and-Drinking-Water/>

Online Customer Portal – MyWater

New Jersey American Water's Online Customer Portal, **MyWater**, is a valuable resource for customers where users can view usage, pay their bill, turn service on/off, apply for customer assistance programs, and stay informed about water-related service interruptions. Users can also manage their billing preferences by signing up for paperless billing and automatic payments. Customers are encouraged to sign up for a **MyWater** account at www.amwater.com/mywater if they have not done so already.

Sign Up for Customer Notifications Through MyWater: New Jersey American Water uses a high-speed mass-notification system to keep customers informed about water service-related events. There are two types of notifications:

- **Emergency alerts:** Includes boil water advisories, significant main breaks, water conservation requirements and other major events impacting service. These alerts are automatically sent to all phone numbers and email addresses on file.
- **Non-urgent notifications:** Includes planned service outages, local hydrant flushing, low pressure events and traffic impacts.

Emergency alerts are automatically sent to all phone numbers and emails on file whereas the non-urgent notifications are opt-in only. Customers are encouraged to log onto their **MyWater** account and opt-in and select how they would like to receive these notifications – **call, email or text.**

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