

NEW JERSEY AMERICAN WATER
Monmouth and Ocean County Water Restrictions
COMMON QUESTIONS AND ANSWERS

1. What happened and why did it happen?

- A. The combination of extremely hot temperatures, lack of significant rainfall for several weeks and the influx of people to the area for the holiday weekend resulted in extremely high irrigation and seasonal demands for water from customers in Monmouth County. When demands significantly increased in areas of Monmouth County, the water system began to experience low pressures and reduced reserve storage capacity that is used to provide for peak demands and fire protection. Water demands needed to be pro-actively reduced to ensure continued service to all customers and to ensure that an adequate volume of water was kept in storage tanks and to be available to meet peak demands and meet emergency demands, such as fire protection.

2. Why does Ocean County have restrictions?

- A. The Monmouth County and Ocean County systems are interconnected and the systems supply one another. Demands in Ocean County were also extremely high and as such, we asked for cooperation from Ocean County customers to reduce demands as well.

3. Are we running out of water? Are we in a drought?

- A. No. We are not currently in a drought, and with the assistance of our customers to reduce water use, our reservoir supplies that serve the region are adequate to meet current demands. However, without some significant rainfall and without the cooperation of our customers to reduce water use, sources of supply could be impacted.

4. What are the restrictions in Monmouth County?

- A. Monmouth County customers have a mandatory restriction on outdoor water and other non-essential water uses. The restrictions are targeted primarily at lawn watering and other non-essential outdoor uses such as car washing.

5. Are there any exemptions for outdoor uses?

- A. Yes, there are some exceptions for reasonable water use as follows:
- Watering of gardens with hand-held hoses or water cans
 - Watering of new sod or seed (it is recommended that any planting of new sod or seed that has not already taken place be delayed until the fall).
 - Use of private wells for irrigation.
 - Occasional topping off of pools.
 - Commercial uses of water for nurseries, farm stands, etc.

6. **How long will these restrictions be in place?**
- A. We don't know at this time. Changes to the restrictions will depend on the weather, available supply and capacity, as well as the cooperation of our customers to reduce water use. We will notify customers as the restrictions are revised or lifted. This week (the week of July 5th) is expected to continue to be hot and dry and you can expect restrictions to continue this week.
7. **What happens if I choose to continue to water my lawn?**
- A. We are asking for cooperation from customers to help address the current situation. If the situation worsens, customers could be subject to discontinuance of water service and/or local fines based upon available regulations, tariffs and local ordinances.
8. **What are the restrictions in Ocean County?**
- A. We are asking for voluntary cooperation from customers to limit outdoor and non-essential water use.
9. **What has New Jersey American Water done to address the situation?**
- A. The Company has continued to add new capacity in Monmouth County and Ocean County and additional groundwater and reservoir supplies and capacity are planned for the future
10. **When were customers first notified of the water restrictions?**
- A. Monmouth County customers were requested to limit outdoor water use on July 1, 2010. Demands continued to increase. When water use and the continued hot, dry weather reached a point where it could potentially impact service to customers and water reserves for fire fighting, peak demands and emergencies, mandatory water restrictions were issued on July 3, 2010.
11. **Is there a "water emergency"?**
- A. Neither the company nor other agencies have issued a water emergency. With continued cooperation from customers to reduce water use, we can continue to work towards avoiding a water emergency.
12. **My neighbor is watering. What should I do?**
- A. New Jersey American Water is making every effort to notify its customers in Monmouth County of the need to limit water use. The company is also using its own employees and requested police assistance to help remind customers of the restrictions. We do not expect our customers to "police" this issue; however, if you know your neighbor well enough and feel comfortable in

sharing information with them about the water restrictions, we welcome your assistance in helping to spread the word.

13. Do other water systems have this problem?

- A. While we can not speak for all water systems, we do know that all systems have limited capacity, and that when that capacity is stretched due to weather, water use, or other factors, it is not unusual to request that customers conserve water to reduce/avoid water emergencies. What does make the Monmouth County system unique is that it has the combination of significant demands for irrigation from year round residents and businesses and compounding significant demands from seasonal water uses in shore communities. Because of this, New Jersey American Water acts proactively to be sure that water is available to meet the needs of our customers during continued hot, dry weather events.

14. Are any other New Jersey American Water locations experiencing water use that require water restrictions?

- A: No. Although we are experiencing high demands, we do not currently have water restrictions in place for any of our other service areas outside of Monmouth County and Ocean County. We do however, always encourage our customers in all parts of the state to use water wisely.