



NEWS Drop



WE KEEP LIFE FLOWING™



March 27, 2020



Dear Elected Officials and Community Partners,

As we continue to operate through the COVID-19 pandemic, we are increasing our communications with customers about key topics through traditional news media, our website, social media and email. Below are highlights of the items we put out this week.

Please feel free to share these links with your constituents and be sure to follow us on [Facebook](#) and [Twitter](#) to share or retweet our messages on your social pages too.

Thanks, and be well!
Cheryl Norton, President, New Jersey American Water

SERVICE



What Not to Flush Down the Toilet or Put Down the Drain

With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. However, New Jersey American Water is telling customers not to flush these wipes down the toilet. Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems, down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as "flushable" or "biodegradable" can cause backups for sewer utilities and headaches for homeowners.



TOILET PAPER SCARCE?

THOSE WIPES YOU THOUGHT WERE "FLUSHABLE"...

THEY'RE NOT.

"FLUSHABLE" WIPES ARE ONE OF THE LEADING CAUSES OF CLOGGED PIPES. So, instead of flushing wipes or any toilet paper alternatives, throw those in the trash!

NEW JERSEY AMERICAN WATER

In addition to wipes, New Jersey American Water also warns against pouring grease, fat or oil down the drain. To help educate adults and kids alike on this issue, New Jersey American Water created this "12 Things That Should Never Go Down Your Drain" 30-second [video](#) and multi-page [infographic](#) for social media and to post in areas near sinks and toilets.

More information and tips can be found on the New Jersey American Water [website](#).

INFRASTRUCTURE



Planned Infrastructure Improvements, Hydrant Flushing Continue As Usual

Amidst the current COVID-19 public health emergency, consistent with Governor Murphy's Executive Order, New Jersey American Water will continue planned infrastructure projects across our service areas to continue to provide reliable water and wastewater services to our customers.

"The safe, clean, reliable provision of water and wastewater service is essential, especially now as we are dealing with a public health emergency. That is why it is imperative that we continue to repair and renew aging pipes in the ground, and upgrade pumps, valves, plants and other critical infrastructure to keep our systems operating efficiently," says Cheryl Norton, President of New Jersey American Water and Chief Environmental Officer of American Water.

Information about most planned infrastructure work is provided to customers in advance through postcards and/or via New Jersey American Water's Code Red customer notification system. Customers are encouraged to enroll in CodeRED at www.myaccount.amwater.com.



Additionally, in the spring months, New Jersey American Water performs its annual [hydrant flushing](#) across many of its service areas. Flushing is a critical component of maintaining a healthy water system, and is unrelated to the current COVID-19 pandemic. This cleaning of the water distribution system involves flushing out mineral deposits that may have built up in the pipes' inner walls. Hydrant flushing also serves as an inspection of a fire hydrant to ensure it will operate during an emergency. Additional information as well as the [flushing schedule](#) of dates for each service area are posted at www.newjerseyamwater.com, under [Alerts](#). Code Red notifications are also used for flushing activities.

SAFETY



Social Distancing During Utility Work

New Jersey American Water asks our customers to recognize the essential work being done by our employees and contractors, and reminds them to adhere to social distancing rules for everyone's safety. If a customer sees a crew performing work in their area, and wishes to ask a question about it, we encourage them to visit the website or the company's Facebook or Twitter pages, or call Customer Service at (800) 272-1325.

WORKING FOR YOU!



For your safety and the safety of our employees, please follow the social distancing recommendations issued by the CDC if we're performing essential work.



Don't Be Fooled By Phone Scams

We have heard reports of phone scams in other areas of the country, involving people who call consumers, claiming to be with a utility company and demanding payment by phone to avoid having their utilities shut off. While we have not heard of this occurring in New Jersey, we proactively posted this graphic on social media to help raise awareness of this potential issue.

As a reminder, in an effort to keep our customers safe during the coronavirus pandemic, New Jersey American Water has discontinued service shut offs for non-payment, we restored service to customers who were previously shut off for non-payment, and we are suspending late fees until further notice. We have also suspended all non-essential field appointments. For more information about our COVID-19 actions, please visit our homepage at www.newjerseyamwater.com.

SAFETY TIP

New Jersey American Water has suspended shutoffs during the current health emergency. If contacted by a person claiming to represent New Jersey American Water and they are threatening to shut off your service, you can always hang up and call us back directly 855-669-8753. Spot the signs of a possible scam.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

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