



# CUSTOMER INFORMATION GUIDE

**United Water**

69 Devoe Place  
Hackensack, NJ 07601

In keeping with our commitment to the environment,  
this publication was printed on recycled paper.

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[unitedwater.com](http://unitedwater.com)

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## CONTENTS

CONTACT US	2
ACCOUNT INFORMATION	4
BILLING INFORMATION	6
BILL PAYMENT OPTIONS	8
COMMUNITY PROGRAMS	9
COMPLAINT RESOLUTION	10
CUSTOMER RIGHTS	11
EMPLOYEE IDENTIFICATION	12
EQUIPMENT RESPONSIBILITIES	13
MEDICAL CONDITIONS	14
SPECIAL NEEDS	14
WATER SERVICE SHUTOFFS	14
WATER QUALITY	16
AQUARIUMS	16
WEB SITE	16



## CONTACT US

The United Water team welcomes the opportunity to respond to your questions and concerns.

If you have a **water emergency**, please contact our operations center 24 hours a day using the emergency phone number listed to the right.

For **all other inquiries**, please call our customer service center at the phone number listed to the right or visit [unitedwater.com](http://unitedwater.com). Please have your 14-digit account number (listed on your bill) available.

If you need **general information** after business hours, visit [unitedwater.com](http://unitedwater.com) or call our 24-hour phone system. Both offer many self-service features where you can:

- Obtain account information
- Pay by check or credit card
- Provide a meter reading
- Find a payment location
- Schedule an appointment
- Request special needs information
- Order a water conservation kit



2

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### CUSTOMER SERVICE CENTER

69 Devoe Place

Hackensack, NJ 07601

**Hours:** Monday – Friday: 8:00 a.m. – 4:30 p.m.

**E-mail:** [Customer.service@unitedwater.com](mailto:Customer.service@unitedwater.com)

**Fax:** 201-525-2325

**Web:** [unitedwater.com](http://unitedwater.com)

### BERGEN/HUDSON

**Phone:** 800-422-5987

**Emergencies:** 201-487-0011

### SUSSEX/PASSAIC/MIDDLESEX/MORRIS

**Phone:** 888-770-6030

**Emergencies:** 888-770-6030

### OCEAN/HUNTERDON

**Phone:** 877-565-1456

**Emergencies:** 877-565-1456

### HEARING/VOCALLY IMPAIRED CUSTOMERS

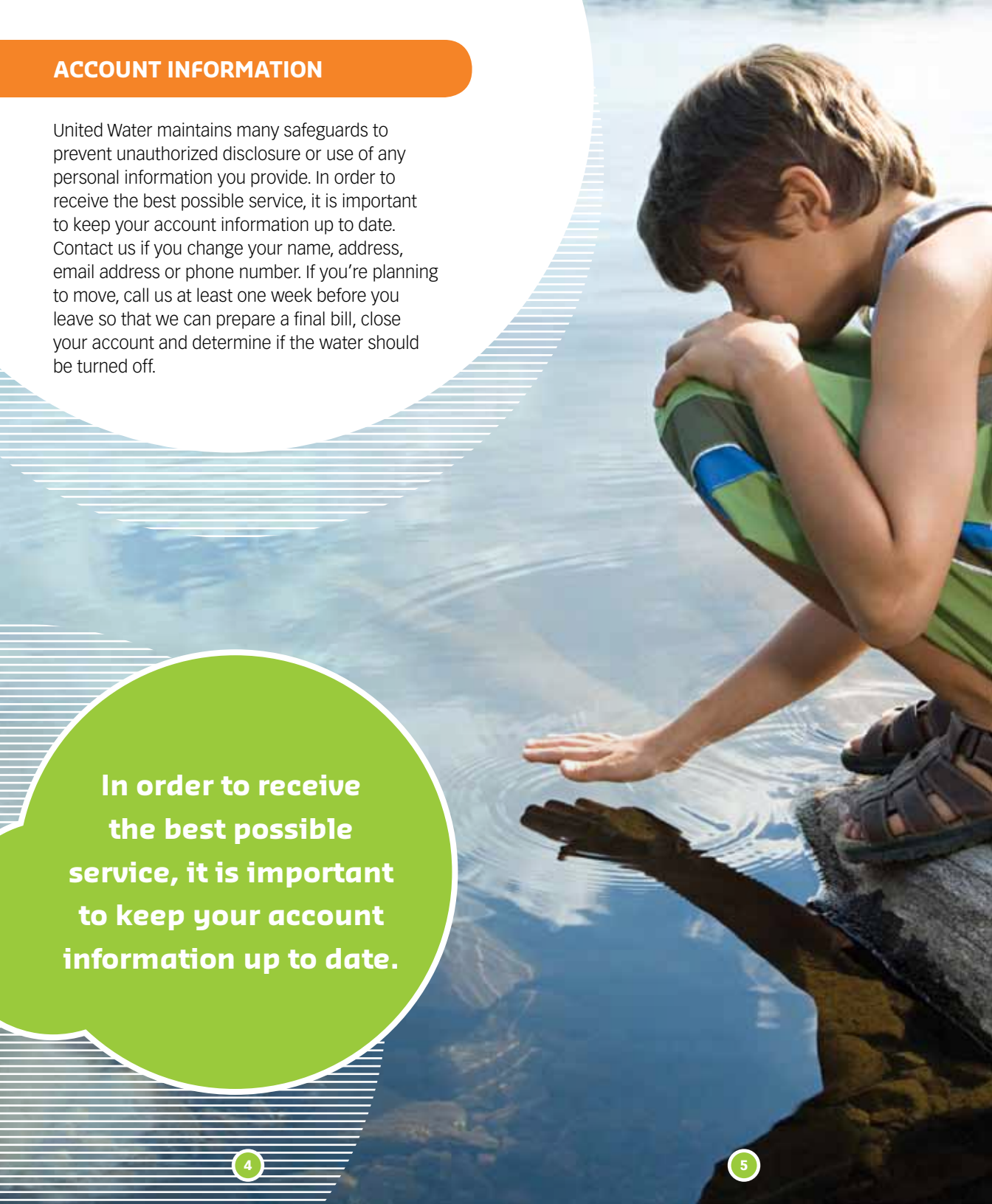
**AT&T NJ Relay Center:** 800-852-7899

3

## ACCOUNT INFORMATION

United Water maintains many safeguards to prevent unauthorized disclosure or use of any personal information you provide. In order to receive the best possible service, it is important to keep your account information up to date. Contact us if you change your name, address, email address or phone number. If you're planning to move, call us at least one week before you leave so that we can prepare a final bill, close your account and determine if the water should be turned off.

**In order to receive the best possible service, it is important to keep your account information up to date.**



## BILLING INFORMATION

Most single-family residential customers are billed quarterly for water used during the previous three months. Our commercial and industrial customers are billed monthly. Your bill provides a variety of useful information, including a detailed listing of your charges and important messages on both the front and back.

The New Jersey Board of Public Utilities (BPU) requires us to read your meter at least once every four months if you are billed monthly and at least once every six months if you are billed quarterly. If you don't have a remote meter reading device, we must access your premise to read your meter so that we can provide you with an accurate bill.

### BUDGET BILLING

This plan enables eligible residential customers to pay annual water charges in 12 equal monthly payments. This helps during summer months when water usage—and bills—are typically higher.

### DISPUTED BILLS

If you dispute your water bill, we will not discontinue your water service for non-payment if all other non-disputed charges have been paid and you have asked the BPU to look into the disputed amount.

### ESTIMATED BILLS

If we can't read your meter, we will estimate your bill based on water used at your address for the same time period of the previous year. This will be noted on your bill. If you are receiving estimated bills, please contact us to schedule an actual meter reading.

**Upon request, we can provide your bill in large print.**



### FINANCIAL ASSISTANCE

If you are having trouble paying your bill, we may be able to arrange a payment schedule. Call our customer service center for more information.

You may be eligible for a grant through **UW Cares**, United Water's customer assistance program. Call 1-888-942-8080 or visit [www.uwcares.org](http://www.uwcares.org).

You can also request assistance through United Way's **New Jersey 2-1-1 Partnership**. For more information dial 2-1-1 or visit [www.nj211.org](http://www.nj211.org).

### RATES AND CHARGES

The New Jersey Board of Public Utilities sets rates that are fair for both the customer and the company. Rates cover costs such as collecting, treating, testing and delivering water, as well as costs for electric power, wages and taxes.

The "customer charge" or "facilities charge" varies according to the meter size. This is the cost of making service available to your home even if you have not consumed any water. This charge is your minimum bill.

### SPECIAL FORMAT BILLS

Upon request, we can provide your bill in large print or Braille format.

### THIRD-PARTY NOTIFICATION

You may ask us to notify a relative or a friend before we discontinue service for non-payment. We will send copies of your notices to the person you designate so he or she can assist you. It is important to note, however, that you still remain responsible for paying your bill.

## BILL PAYMENT OPTIONS

At United Water we offer you a variety of convenient payment options.

**GO PAPERLESS!** – You can sign up for our eBilling program and help the environment by going paperless. Your eBill will be sent directly to your email inbox. The eBill also has the added benefit of allowing you to pay the bill directly from your bank account **free of charge**.

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**DIRECT DEBIT** – This system allows you to pay your bill automatically by having the payment electronically deducted from your checking account. **The service is free.**

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**ONLINE PAYMENT** – You can pay your bill by logging onto [unitedwater.com](http://unitedwater.com) and clicking on the Western Union Speedpay icon. Western Union accepts MasterCard, Visa, and cards with the STAR, NYCE, or PULSE logo. You can also make a payment using your checking or savings account. There is a **convenience fee** associated with this service.

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**24-HOUR PHONE PAYMENT** – You can make an automated credit, debit, ATM or check by phone payment 24 hours a day through Western Union Speedpay by calling 1-888-608-6690. There is a **convenience fee** associated with this service.

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**BY MAIL** – You can mail your check or money order to: United Water, PO Box 371804, Pittsburgh, PA 15250-7804.

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**IN PERSON** – You can pay by cash, check or money order at a third-party payment center. Contact us or visit [unitedwater.com](http://unitedwater.com) for locations. You can also leave a check or money order 24 hours a day in the drop-boxes at offices located at 69 Devoe Place in Hackensack, NJ, 15 Adafre Avenue in Toms River, NJ or 200 Old Hook Road in Harrington Park, NJ.

## COMMUNITY PROGRAMS

United Water is dedicated to making our communities better places to live and work. Call us or visit [unitedwater.com](http://unitedwater.com) for more information on the following programs.

**CONSERVATION TIPS** – You can get information on saving water both inside and outside your home.

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**CUSTOMER ADVISORY PANELS** – You can join a group that provides feedback on company services and customer concerns.

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**PLANT TOURS** – You can visit our water treatment plant with your school or community organization.

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**SPEAKERS BUREAU** – You can request a speaker on topics such as water quality, water conservation or conservation gardening.

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**WATERSHED RECREATION** – You can apply for a permit to fish, walk or bird watch at the Oradell, Woodcliff Lake, Lake DeForest and Lake Tappan reservoirs. Some areas are wheelchair accessible.



**United Water is  
dedicated to making  
our communities  
better places to live  
and work.**

## COMPLAINT RESOLUTION

United Water strives to resolve all of your inquiries in a consistent and professional manner. If our customer service representative has not resolved your concern to your satisfaction, you have the right to speak to a senior staff member who will call you within two business days. If you are still dissatisfied, please write, fax or e-mail our customer relations department with the details. We will contact you within five business days and work towards a mutually agreeable resolution.

### UNITED WATER CUSTOMER RELATIONS DEPARTMENT

69 Devoe Place, Hackensack, NJ 07601  
Customer.relations@unitedwater.com  
Fax: 201-525-2336

You also have the right to contact the New Jersey Board of Public Utilities and file a verbal or written complaint.

### NJ BOARD OF PUBLIC UTILITIES

Two Gateway Center, Newark, NJ 07102  
800-624-0241  
[www.bpu.state.nj.us](http://www.bpu.state.nj.us)

**United Water  
strives to resolve  
all of your inquiries  
in a consistent  
and professional  
manner.**



**As a residential  
customer, you  
have the right  
to courteous  
service.**



## CUSTOMER RIGHTS

Your rights as a United Water customer are protected by the New Jersey Board of Public Utilities (BPU), the state agency that regulates the way we do business. As a residential customer, you have the right:

- To receive water that meets federal and state quality regulations.
- To water service if you are a qualified applicant.
- To not pay unreasonably high deposits as a condition of service.
- To at least one deferred payment plan each year.
- To have your water meter tested for accuracy once a year by United Water — for free. Upon request, the BPU will supervise the test for a fee.
- To continued service while a disputed charge is before the BPU, provided undisputed charges are paid.
- To a written notice of termination, ten days prior to the discontinuance of service.
- To a prompt response to your questions or concerns.
- To courteous service.



## EQUIPMENT RESPONSIBILITIES

Maintaining the equipment that delivers water to your home is essential to providing uninterrupted service. Both United Water and the customer have responsibilities for ensuring that the equipment is in good working order.

### UNITED WATER RESPONSIBILITIES

- Pipelines from the street to the curb that carry water to your service line.
- Installation and maintenance of meters (except repair of meters damaged by frost, hot water or external causes).

### CUSTOMER RESPONSIBILITIES

- Household plumbing.
- Service line, pipes and plumbing from inside your curb or property line to your residence.
- Repairs resulting from water leakage from inside your curb or property line to your residence.
- Maintenance of meter pits located outside your home.
- Maintenance of the meter shutoff valves, pressure regulators and cross-connection control devices.
- Protection of the meter and pipes inside the curb from damage by frost, hot water and external causes.

## EMPLOYEE IDENTIFICATION

United Water employees wear uniforms and I.D. badges with the company name and logo. The badge also shows the employee's photograph, name, job title and date the badge was issued. You can also look for a white United Water vehicle which prominently features the company logo.

Please take a few moments to be sure that the person at your door has the proper credentials. **This is especially true if you have not called for a service visit.** If you have any doubts, have the person wait outside and call us to verify we have sent someone to your home. You can also contact your local police department.

Please take a few moments to be sure that the person at your door has the proper credentials.



12



13

## MEDICAL CONDITIONS

Customers who have a serious health condition or other situations that require uninterrupted access to water should contact us immediately.

## SPECIAL NEEDS

United Water provides several services for customers with special needs including those with medical or financial hardships, disabilities and language barriers. Contact us or visit [unitedwater.com](http://unitedwater.com) to receive our brochure, *Special Programs for Special Needs*.

## WATER SERVICE SHUTOFFS

We make every effort to help you maintain your service. However, there are times when we may be forced to shut off your service. For example:

- If you don't pay an overdue bill.
- If you don't pay the undisputed portion of a bill while the BPU is reviewing a disputed portion.
- If you are receiving estimated bills and refuse to let us read your meter.
- If you tamper with the meter.
- If you don't let us replace an old meter.
- If you don't provide or allow us access to the meter.
- If there is an emergency situation.

Residential service may be shut-off, after proper notice, Monday through Thursday, 8:00 a.m. to 4:00 p.m. It cannot be shut off on Friday, Saturday, Sunday, a holiday, the day before a holiday or if there is a valid medical emergency in your household.



**United Water  
provides several  
services for  
customers with  
special needs.**

Please call us if your service is disconnected. If needed, you can later escalate your concern by calling the BPU at 800-624-0241. (Monday to Friday, 8:00 a.m. to 4:00 p.m.)

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### ADVANCE NOTICE

Before we turn off residential water service, we will make every effort to inform you that there is a problem. If you don't contact us or take action to resolve the problem, we have no choice but to shut off your water service. We will post notification of a planned shutoff in a common area of a multi-family dwelling.

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### RESTORING SERVICE

Your service will be reconnected within 24 hours if:

- You were disconnected for non-payment of a bill and you have paid the amount due or signed a payment agreement.
- You face a serious threat to your health or safety (as defined by BPU regulations).

There is a fee for restoring service that has been shut off for nonpayment or violation of company rules. The fee is higher if we reconnect after normal business hours. If the disconnection was not your fault, we will not charge you to restore service.

## WATER QUALITY

United Water strives to deliver water that meets or surpasses the water quality standards set by the New Jersey Department of Environmental Protection and the U.S. Environmental Protection Agency (EPA). Detailed information is available in our annual Consumer Confidence Report (CCR) which explains how the quality of your drinking water measures up to safe drinking water standards set by the federal and state governments. We mail a copy to our customers every June. You can also call us for a copy or look for it on [unitedwater.com](http://unitedwater.com).

In the event of a water emergency or violation, we may notify you by mail, phone or the media. You can also get information by calling our customer service center or visiting [unitedwater.com](http://unitedwater.com).

## AQUARIUMS

In Bergen and North Hudson counties, we add a small amount of chloramine (a combination of chlorine and ammonia) to your water to ensure that it stays safe while it travels through our mains to your home. While chloramine is harmless to humans, it's not good for your fish. Your local pet store can tell you easy steps to take to dechlorinate the water before you add it to your aquarium.

## WEB SITE



For the most up to date information, visit us online at [unitedwater.com](http://unitedwater.com).

