



SPECIAL PROGRAMS FOR SPECIAL NEEDS



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HOW TO CONTACT US

Customer Service

69 Devoe Place
Hackensack, NJ 07601

HOURS

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

E-MAIL

CustomerRelations
@unitedwater.com

FAX

201-525-2325

Language Services

If English is not your first language, tell us when you call and we will arrange for an interpreter at no cost to you.



By Telephone

HOBOKEN WATER SERVICES
800-422-0141

UNITED WATER JERSEY CITY
800-575-4433

UNITED WATER KEARNY
800-242-5695

UNITED WATER LAMBERTVILLE
877-565-1456

UNITED WATER MID-ATLANTIC
888-770-6030

UNITED WATER NEW JERSEY
800-422-5987

UNITED WATER RAHWAY
877-303-2435

UNITED WATER TOMS RIVER
877-565-1456

Hearing/Vocally Impaired Services

AT&T NJ RELAY CENTER
800-852-7899

HOW WE CAN HELP YOU?

United Water is pleased to offer a wide range of services for our customers who may need special assistance—including those who may be physically or financially challenged, senior citizens, or who may not be fluent in the English language. This booklet describes these services, which are available free of charge. Please contact us for any additional information you may need.



ABOUT YOUR BILL

Braille and Large-Type Bills

Customers who are blind or visually impaired can receive bills in large type or in Braille.

Flexible Methods of Payment

You have many convenient ways to pay your bill, including credit/debit card payment over the phone or on our website, budget billing, direct debit and third-party payment centers.

Special Payment Arrangements

We understand that sometimes you may have a problem paying your water bill. In certain circumstances, you may be eligible for a payment arrangement. Call us to discuss your special needs.

Financial Hardship

UW Cares, United Water's customer assistance program, provides financial help to customers who cannot pay their water bill. Call 888-942-8080 or visit www.uwcares.org for more information.

You can also contact United Way's New Jersey 2-1-1 Partnership. This program connects families and individuals in need of assistance to health, human and community services resources. Call 2-1-1 or visit www.nj211.org for more information.



KEEP YOUR WATER FLOWING

United Water makes every effort to help you maintain your water service. However, there are times when we may be forced to shut off your water service. This may occur if you don't pay an overdue bill or if you receive estimated bills and refuse to let us read your meter.

Under certain conditions, we will continue your service or provide you with essential communications in an alternate format.

Medical Hardships

If the health or safety of someone in your home would be jeopardized by a shutoff and you cannot pay your bill, United Water will not discontinue your service for a period up to 60 days. To receive this special protection, please contact us for a registration form and complete details of the program. You will need to send us your completed form, along with a written statement from your doctor, confirming the medical emergency.



Senior Citizens

If you are a residential customer over 65 years of age and we plan to shut off your water service, we can notify you by telephone as well as by regular mail. Just call us to register for this service.

Third-Party Notification

You may request that we notify a relative or a friend before we discontinue service for non-payment. Third-party notification alerts someone close to you about the problem so he or she can assist you. However, this person is under no obligation to pay your bill.

ENJOY OUR RECREATION FACILITIES

United Water's **Watershed Recreation Program**, which includes our four reservoirs, is open from April 1 to November 30 each year. Our recreation sites in Woodcliff Lake, New Jersey, and in Orangetown, New York, enable people who are physically challenged to fish or bird-watch on our property. These areas are wheelchair-accessible and have on-site comfort stations and parking facilities.

Call our Watershed Recreation Hotline at 800-664-4552, extension 3208, for more information.



PROTECT YOURSELF

All of our employees wear photo identification badges on their uniforms. The badge has the company logo, the employee's picture and name, and the date the card was issued.

Always ask to see the employee's United Water identification badge before you let them into your home. *This is especially true if you have not called for a service visit.* You can also look for a white United Water vehicle which prominently features our logo.

If you have any doubts, ask the person to wait outside. Call us to verify that we have sent someone to your home or contact your local police department.



United Water

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Hackensack, NJ 07601
800-422-5987

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