



***SHORELANDS
WATER CO., INC.***

1709 Union Avenue
P.O. Box 0098
Hazlet, New Jersey 07730

TELEPHONE

Customer Service – 732-264-5510

Revised February 2011

Dear Customer:

Shorelands has provided continuous service to Bayshore customers for over 80 years. We can without exception certify that we have provided water which meets the highest health standards. Since July of 1990 Shorelands has been delivering a mixture of surface and ground water during the year. Over 50,000 tests of this water by Shorelands and New Jersey-American Water Company insure that the water you receive continues to meet the highest standards.

This booklet is to inform you about Shorelands Water Company. In it we discuss: operations, maintenance, quality and conservation. Shorelands is the 6th largest investor owned water utility in New Jersey providing water service to a population estimated at 35,000. We hope that our dedication to you, our customers, and our dedication to providing a safe, healthy product at a reasonable cost makes us #1!

SWC WORKFORCE

Shorelands Water Company maintains emergency crews 24-hours per day, 7 days per week to repair main breaks or emergency service problems. Normal billing or service inquiries should be made during regular business hours to our Customer Service Department at (732) 264-5510. To save time, please have your account number ready when calling. Your account can also be accessed by the service address.

If a Shorelands Water Company employee arrives at your door, he will be wearing an identification badge as well as a Shorelands Water Company uniform.

In addition to a color close up photo of the employee, the badge will indicate the employee's name, date of badge issuance, and employee's signature. The identification badge will be validated by Shorelands Water Company. For your own protection, take a close look at the badge when a serviceman arrives at your door. If you should have any doubt, do not let the individual enter your home. You may contact our Customer Service Department should you have any questions at (732) 264-5510 during normal business hours.

MONTHLY BILLING

Since 1998, Shorelands Water Company has utilized a monthly billing cycle. This method has proven to be a valuable tool to quickly identify a potential leak, ultimately saving the customer money.

Your cooperation and assistance in obtaining regular meter readings can save you money. Regular reading of your meter is the best method of early leak detection which may help to avoid high water bills. If the Meter Reader is unable to access your reading device at your home or business, your reading is then estimated based on prior years usage for that billing period. The area around the meter must be kept clear so that the meter reader has access to our equipment. If you have received 2 estimated bills in a row, please contact our Customer Service Department at (732) 264-5510 to set up an appointment for a meter read.

PAYMENTS

Shorelands Water Company has several payment methods available to our customers. Here is more specific information on our various payment methods:

For your convenience, our office is open Monday through Friday, 8AM to 4:30PM. Payments can be made by cash,

check or money order. We also have a Customer Drop Box located to the right of the Office entrance for payments after normal business hours. These payments will be processed the following business day. We strongly suggest that customers do not leave cash in the drop box. Please make cash payments in person during normal business hours.

We offer **Direct Debit** payment of your water bill. Payment will be taken directly out of your checking or savings account. You must fill out an application to start this service. Contact our Customer Service Department for more information. No transaction fee for this service.

iWeb* allows our customers to pay on our website! You will be redirected to a secure site to make online payments. We accept MasterCard, Visa, Discover, American Express or eChecks. You will need to register for this service. Please have your 10 digit account number handy. To make a payment online, visit our website at www.shorelandswater.com.

iCall* allows our customers to pay by phone through an automated service. To make a payment by phone, please call our Customer Service Department at (732) 264-5510 and press option 9. You can also dial direct at (888) 745-0701.

***A transaction fee applies to these payment methods.**

For your convenience, our office is open Monday through Friday, 8AM to 4:30PM. Payments can be made by cash, check or money order. Also you can set up a direct debit plan under which payment will be taken directly out of your checking or savings account. You must fill out an application to start this service. Contact our Customer Service Department for more information at (732) 264-5510. Shorelands also provides a Customer Drop Box located to the right of the Office entrance for payments after normal business hours. These payments will be processed the following business day. We strongly

suggest that customers do not leave cash in the drop box. Please make cash payments in person during normal business hours.

UNPAID BILLS

We make reasonable effort to contact our customers when there is a past due amount. After 15 days following the mailing of a bill, any unpaid bill is considered late and subject to discontinuance of service. If the total amount past due is greater than \$100 or more than 3 months past due an URGENT NOTICE will be mailed stating the date of intended service interruption. Our Customer Service Department then follows up with an automated courtesy call to remind the customer of the past due amount and date of service interruption. It is your responsibility as a customer to keep your contact information up to date. If you are having a problem paying a bill on time, please do not hesitate to contact our office at (732) 264-5510. We will try to accommodate your needs into a payment program. If service is shut off, there will be a \$30.00 charge (meters up to 1") for resumption of service during normal working hours. This charge is due along with the past due balance to restore your water service.

CONSERVATION

Shorelands Water Company wants to remind our customers of our mandatory Odd/Even Policy regarding outdoor water use and request that all customers comply with this policy. These restrictions are in place throughout the year. Outdoor usage such as lawn or garden irrigation and the washing of vehicles is only permitted on the odd/even basis system. Customers having an odd numbered service address can use outdoor water only on odd days of the month. Likewise, customers having an even numbered address can use water only on even days of the month. A total ban will exist on the 31st day of each month, when applicable. Lawn irrigation should be

performed in the morning or early evening to minimize evaporation. Landscaping should be watered by hand only as needed.

Outdoor water use conservation will help ensure that adequate water supply for domestic and fire fighting needs will be available year round and especially during the normally high demand periods of the summer season. If you should have any questions, please call our office during normal business hours at (732) 264-5510. You can view Hazlet Township's Ordinance regarding outdoor water usage on our website www.shorelandswater.com.

LEAKS

Saving water not only saves money but also helps to ensure that there will be enough to go around in the future.

DID YOU KNOW? We drink very little of our “drinking” water. Generally speaking, less than 1% of treated water produced by water utilities is actually consumed. **WHERE DOES IT ALL GO?** Let's find out....

Most of our treated water is sprinkled on lawns and gardens, flushed down toilets and drains, and used in showers, bathtubs, dishwashers and washing machines. And that doesn't account for the water claimed by undetected leaks!

HERE'S THE FACTS...A garden hose can pour out 600 gallons or more in only a few hours if left running. And a little leak can add up in a hurry. A leaky faucet or invisible toilet leak that drips only about 2 tablespoons a minute, adds up to about 15 gallons a day. That's 105 gallons a week and 5,460 gallons of water a year...**WASTED!**

Toilets are notorious for invisible leaks. You can test to

see if there is a leak by placing 10 drops of food coloring in the tank. After approximately 15 minutes, look to see if there is any food coloring in the bowl. If there is, you have a leak. Leaks occur when the flushing mechanism is out of adjustment or when internal parts are worn. Most toilet leaks are at the overflow pipe or the plunger ball. Sometimes, the overflow valve is worn and will run like a leaky faucet. It's then time to replace the worn piece, either by an experienced "do-it-yourselfer" or a licensed plumber. Call our office to request a Leak Detection Kit which includes tablets to test your toilet for leaks.

TIPS TO SAVE WATER

You can save water by only running the dishwasher or washing machine with full loads. Scrape food off of dishes and rinse before loading in the dishwasher. Spray stained clothing before washing so you can use a normal setting to get the clothing clean without using extra water.

More ways to save water indoors and outdoors...

- Fill a bottle of tap water and store in the refrigerator so you don't have to let the faucet run for a cool drink.
- Turn the faucet off when brushing your teeth. Use the water only when rinsing.
- Don't use the toilet to dispose of facial tissues or other items that could just as well go into the wastebasket; flushing uses 1 to 2 gallons with every flush!
- Use lawn sprinklers only when necessary and set a timer to help you remember when to turn them off. Water on an odd/even basis instead of every day.
- Try the concept of xeriscape (pronounced zer-i-scape), which means "landscaping for water conservation". The idea is to use plants that require less water and are

appropriate for your climatic zone.

CONSUMER INFORMATION – Home Filtering Devices

Home filtering devices are **not needed** by customers of Shorelands Water Company for any health reasons. Water treated by Shorelands is well within quality standards set by State and Federal Agencies.

During the year, however, numerous water company customers are contacted by companies selling home filters. Some companies inform our customers that water they are drinking is contaminated and only their filter will remove all of the compounds. These scare tactics are sometimes successful. Consequently, people have invested up to \$3,000 in filters that are **not needed**.

A poorly maintained filter is more of a threat to water quality than no filter at all. Research studies have shown that some filters provide bacteria a place to live. The very compound we add to the water to prevent bacteria, Sodium Hypochlorite, is removed by the filter, leaving it unprotected from contamination.

BE A SMART CONSUMER... KNOW YOUR RIGHTS

- You have the right to utility service if you are a qualified applicant.
- You shall not be asked to pay unreasonably high deposits as a condition of service, or to make unreasonable payments on past due bills.
- You are entitled to at least one deferred payment plan in one year.
- You have the right to have any complaint against your utility handled promptly by that utility.
- You have the right to call upon the New Jersey State

Board of Public Utilities (BPU) at (800) 624-0241 to investigate your utility complaints and inquiries. Your service may not be terminated for non-payment during a BPU investigation.

- If you suspect your meter is not working properly, you have the right to have it tested, free of charge, once a year by your utility.
- Your residential service may not be shut off on holidays, weekends or on the day prior to a holiday or weekend, or if you have a valid medical emergency.
- If you live in a multi-family dwelling, you have the right to receive posted notice of any impending shut off. This notice must be posted in a common area and/or sent individually to occupants.
- You have the right to have a “Diversion of Service” investigation if you suspect that the level of consumption reflected in your utility bill is unexplainably high.

WINTER WOES

Every winter, many homeowners face the expense and inconvenience of frozen water pipes, which may in turn cause a leak or break. You can cross these types of problems off your list by following a few simple steps:

- Disconnect and drain outdoor hoses. Detaching the hose allows water to drain from the pipe. Otherwise, a single hard, overnight freeze can burst either the faucet or the pipe to which it is connected.
- Insulate pipes or faucets in unheated areas. If you have pipelines in an unheated garage or cold crawl space under the house, wrap the water pipes before temperatures plummet. Hardware or building supply stores have good pipe wrapping materials available. Seek

the assistance of a professional if you are uncertain.

- Seal off access doors, air vents and cracks. Repair broken basement windows. Winter winds whistling through overlooked openings can quickly freeze exposed water pipes. Don't plug air vents, your furnace or water heater needs them for good combustion.
- Find the master shut off valve. It may be near the water heater or the washing machine. Most likely it is where the water line comes into your house from the street. If a pipe burst anywhere in the house (kitchen, bathroom, basement or crawl space), this valve will turn the water off. After you locate the valve, paint it a bright color or hang a tag on it so you can find it quickly in an emergency. Operate the valve at least once a year to prevent it from seizing. Be sure that all family members also know where the shut off valve is located.

CALL BEFORE YOU DIG

DIAL 811 BEFORE YOU DIG! Before you break ground for a project in and around your yard, the excavator, whether it be you or a contractor, must call New Jersey One Call at 811 or (800) 272-1000 to request a mark out of your underground utility services. This includes installation of a fence, in-ground pool, home addition, etc. You must call 3 days before you plan to dig. The State of New Jersey requires that you call before you dig so that you can identify where the underground utilities are located (such as water, gas, electric, phone, cable, etc.). Once the services are "marked out", you can dig without the risk of interrupting service from one of these utilities, damaging property or suffering personal injury. If you are having a professional do the work for you, they are responsible to contact NJ One Call. For small excavations, please mark the area in white. This will allow for our personnel to determine where the mark out is needed.

Shorelands Water Co. does not mark out the connecting pipe from the curb line up to the customer's premises, this pipe was not installed by Shorelands Water Co. The connecting pipe is owned by and the responsibility of the customer. Please be aware that facilities exist that may not be marked out between these points.

Utility services are marked out with paint and/or a flag. The following list will help you identify which utility has performed a specific mark out:

Electric – RED
Gas/Oil – YELLOW
Communication TV – ORANGE
Water– BLUE
Sewer – GREEN
Temporary Survey Markings – MAGENTA
Proposed Excavation - WHITE

RATE SCHEDULE

Shorelands Water Company maintains emergency crews 24-hours per day, 7 days per week to repair main breaks or emergency service problems. Customers may report in emergency, day or night, by calling (732)264-5510 to contact Shorelands directly.

Following is a schedule of rates & charges as of January 19, 2011 for General Metered Service, applicable to use of water supplied through meters. Included in the rates are costs for labor, power, taxes, and return on investment.

SCHEDULE OF RATES & CHARGES

Effective as of January 19, 2011

RATE SCHEDULE NO. 1

GENERAL METERED SERVICE

APPLICABILITY:

Applicable to use of water supplied through meters.

CHARACTER OF SERVICE:

Continuous, except as limited by "Standard Terms and Conditions"

RATES:

Fixed Service Charge:

METER SIZE	PER MONTH
5/8" Meter	\$11.05
3/4" Meter	16.58
1" Meter	27.63
1 1/2" Meter	55.25
2" Disc Meter	88.40
2" Turbine or Compound Meter	132.60
3" Turbine or Compound Meter	165.75
4" Meter	276.25
6" Meter	552.50
8" Meter	884.00
10" Meter	1270.75

COMMODITY RATE:

\$4.60 * Per 1,000 gallons

* The State of New Jersey enacted ch. 443 of the Laws of New Jersey 1983 concerning the periodic testing of public water supplies which establishes a water tax of \$0.01 per 1,000 gallons of water. This tax is reflected and included in above rates.