

FREQUENTLY ASKED QUESTIONS (“FAQs”)

(Updated December 8, 2011)

- **Q.-**What New Jersey Board of Public Utilities’ (NJBPU) Division do I contact regarding water/wastewater billing complaints, such as: high bills, estimated bills, meter readings, etc.?

A.-The NJBPU’s Division of Customer Assistance handles water/wastewater billing complaints, and can also arrange for water meter testing. Billing complaints should be directed to:

New Jersey Board of Public Utilities
Division of Customer Assistance
44 South Clinton Ave., 9th Floor
PO Box 350
Trenton NJ 08625-0350
1-800-624-0241
<http://www.state.nj.us/bpu/assistance/complaints/>

- **Q.-** What New Jersey Board of Public Utilities’ Division do I contact regarding water/wastewater rates or water/wastewater utility tariff questions?

A.- The NJBPU’s Division of Water, Bureau of Rates handles questions regarding water/wastewater utility rates and tariffs. Inquiries should be directed to:

New Jersey Board of Public Utilities
Division of Water- Bureau of Rates
44 South Clinton Ave., 9th Floor
PO Box 350
Trenton NJ 08625-0350
(609) 633-9800

- **Q.-** What New Jersey Board of Public Utilities’ Division do I contact regarding water/wastewater service quality or conservation issues?

A.- The NJBPU’s Division of Water, Bureau of Conservation & Engineering handles questions regarding water/wastewater service quality and conservation. Inquiries should be directed to:

New Jersey Board of Public Utilities
Division of Water
Bureau of Conservation & Engineering
44 South Clinton Ave., 9th Floor
PO Box 350
Trenton NJ 08625-0350
(609) 633-9800

- **Q.-** What State Agency do I contact regarding complaints on water quality?

A.-The New Jersey Department of Environmental Protection (NJDEP) is the state agency that monitors water quality throughout New Jersey. Any concerns regarding the quality of water should be directed to:

New Jersey Department of Environmental Protection
Water Supply Administration
Bureau of Safe Drinking Water
401 East State Street
P.O. Box 426
Trenton, NJ 08625-0426
(609) 292-5550