



Gouveia, Susan

From: Lashway, Lisa
Sent: Friday, October 02, 2015 9:29 AM
To: Canning, Sean; Detoro, Fred
Cc: Gouveia, Susan
Subject: FW: NJ American Water Hurricane Joaquin Update #1
Attachments: FINAL_10.1.15.HurricanePrep.docx

Correspondence

From: Kevin.Watsey@amwater.com [mailto:Kevin.Watsey@amwater.com]
Sent: Thursday, October 01, 2015 12:24 PM
Subject: NJ American Water Hurricane Joaquin Update #1

I wanted to make you aware of the preparations that New Jersey American Water is making for the arrival of Hurricane Joaquin.

Operational Preparations Currently Underway

- We are:
- Reviewing a variety of checklists (including the NJDEP Hurricane Preparedness Checklist), plans and lessons learned from previous storm events. As part of this, we are also assessing staffing levels and establishing work schedules.
 - Fueling our fleet vehicles, as well as relocating equipment and vehicles away from flood prone areas.
 - Assessing our fuel stocks at all locations as well as testing back up generation assets.
 - Assessing chemical levels and ordering resupplies as necessary.
 - Securing and sandbagging flood prone facilities, to include any current construction sites.

Communications

Customers

- We are issuing a press release today to encourage customers to prepare for the storm. Suggested actions include locating and marking their home's water shut-off valve. **Please see attached.**
- We have begun what will be regular updated posting on our social media sites to raise awareness. We are also putting our emergency response social media team on alert should they be needed to surge communication activities due to the storm. I encourage you to like us on Facebook and follow us on Twitter.
- We are preparing to post storm-related information on our website.
- We are coordinating with our Customer Service Center (call center) to ensure that they are aware of the operational situation, and have the latest information in order to best serve customers who call during the weather event.

Local Municipal Leadership

- If warranted, we plan on hosting regular conference calls for municipal officials to provide updates on our status. Tomorrow morning we will review the latest storm information and determine whether a call in the afternoon is necessary. If a call is scheduled, an email and invitation will be sent by me no later than 11am.

New Jersey American Water Contact

- Please email me or call me at 856-912-1073 should you have any questions. **Please refer all questions from your constituents to our call center at 1-800-272-1325.** It is very important that any and all service related issues be reported to our call center for proper documentation tracking.

We will continue to keep you updated on our storm related activities, as well as alert you to any issues that may arise.

Kevin Watsey
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American Water Works Company Inc., 1025 Laurel Oak Road, Voorhees, NJ 08043 www.amwater.com

PRESS RELEASE



NEW JERSEY
AMERICAN WATER

October 1, 2015

Peter A. Eschbach
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New Jersey American Water Advises Customers to Prepare for Hurricane Joaquin

VOORHEES, NJ (October 1, 2015) – In anticipation of the potential impact of Hurricane Joaquin, New Jersey American Water encourages customers to take the following steps:

- Fill your bathtub and other water tight containers with water in advance of the storm's arrival should water service is disrupted
- Conserve water for essential needs
- If you are asked to evacuate or if you decide to evacuate, consider closing your home's main water shut off valve.

New Jersey American Water is closely monitoring the developments of the path of Hurricane Joaquin and is implementing all necessary emergency preparation measures including: backing up power sources, storing fuel for fleet vehicles, and securing and placing sandbags at facilities that are flood prone.

In the event of worsening weather conditions due to Hurricane Joaquin, customers will find service updates and may post any questions at www.fb.com/njamwater. New Jersey American Water asks its customers to adhere to state and local guidelines and exercise all safety measures before, during, and after the hurricane.

New Jersey American Water, a wholly owned subsidiary of American Water is the largest investor-owned water utility in the state, providing high-quality and reliable water and/or wastewater services to approximately 2.5 million people. Founded in 1886, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. With headquarters in Voorhees, N.J., the company employs more than 6,800 dedicated professionals who provide drinking water, wastewater and other related services to approximately 15 million people in 47 states, as well as parts of Canada. More information can be found by visiting www.amwater.com.

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