Who We Are

TWW is a 200-year-old federal and state regulated public water system that supplies an average of 27 million gallons of Delaware River-sourced drinking water per day to a service area comprised of the City of Trenton, parts of Hamilton and Lawrence, Ewing, and Hopewell Townships. We have 63,000 metered locations, serving approximately 250,000 residents.
Our Vision

To be a superior public water system with effective, resilient operations that are guided by a well-trained workforce applying science-based industry standards to produce water-quality excellence.
Continuing TWW’s substantial progress.
Leadership

With the support of City of Trenton Mayor W. Reed Gusciora, we are advancing our reorganization plans, which were conceived under the Mayor’s watch.
A Record of Progress

TWW returned to high water quality in December 2018, a milestone underpinned by our Disinfection Byproducts Reduction Plan.

We completed major water-treatment system improvements at our water-filtration plant on Route 29 South in Trenton.
We launched our $150-million-dollar Lead Service Line Replacement Program, which will replace 36,700 lines in five years.

Our contract vendors are in place. Lead-service-line replacement preparations are underway throughout our service area, with construction to begin in January. Our Lead Service Line Replacement Program is on track.
Number of lead service lines in Lawrence Township.

2,383

Lawrence Township
A Record of Progress

We developed our $405-million-dollar, 6-year capital plan.

This blueprint exemplifies the commitment of Mayor W. Reed Gusciora and our management team and workforce to high-water quality produced through innovation and excellence.
A Record of Progress

We have vastly improved our communications, launching a social-media presence on Facebook, a website last month, print advertisements, H2Open, direct letters to customers, and more.

For emergency communications, we launched TWW-Connects, our own Reverse 911 System that allows our registered residents to receive alerts about their drinking water.
A Record of Progress

We expanded our workforce, filling 65 vacant positions throughout our water-utility operations.

This is a New Jersey Department of Environmental Protection Administrative Consent Order (ACO) mandate.
Our $405-million, 6-year capital plan.

$405 million is the level of investment necessary to: remove lead and galvanized steel services from our entire system; upgrade our water-filtration plant and 683-mile water-distribution system; comply with federal and state regulatory mandates; improve resiliency by establishing decentralized storage of water; and increase operation efficiency.

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Water-Filtration Plant</td>
<td>$24.9 million</td>
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<tr>
<td>Reservoir, Storage Tanks, Pump Stations</td>
<td>$92.6 million</td>
</tr>
<tr>
<td>Water-Distribution System</td>
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<td><strong>Total</strong></td>
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**Operational Compliance**

- No lead violations in 2019. No detected exceedances at the tap.
- One minor water-filtration plant upset. No impact on system.
- Lead Service Line Replacement Program is underway.

**Staffing**

- Added 65 positions in 2019 (35 since September).
- Overall staffing at 95 percent for normal operations.
Capital Projects

• Developed $405 million, six-year capital plan.
• All lead lines replaced in system within five years.
• Pennington Avenue Reservoir replaced by distributed tanks.
• Chlorine, meter and elevated water-tank upgrades throughout system.
Understanding our proposed water-rate increase.

What Will the Rate Increase Pay For?

• TWW’s $405-million-dollar capital plan, including the removal of lead and galvanized steel service lines from our entire system.

• Improvements and upgrades to our water-filtration plant, which was built in the early 1900s and expanded in the 1950s.

• Return to full staffing.
## Rate comparison TWW and New Jersey American Water

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<td>Annual Bill (TWW)</td>
<td>$494</td>
<td>$1,052</td>
<td>$625</td>
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<td>Annual Bill (New Jersey American Water)</td>
<td>$41.16 per month</td>
<td>$87.66 per month</td>
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Understanding our proposed water-rate increase.

**What Is the Timeline for Implementation?**

- Trenton’s City Council will vote on the water-rate increase in **January 2020**. BPU approval is not needed.

- Assuming passage by City Council, TWW will implement its proposal to increase water rates on **April 1, 2020**.

- If approved by Trenton’s City Council, the new rates will be reflected in your quarterly bills.
The Power to Know Your Water