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TWW Announces Delayed Bills for Trenton and Ewing Township

Trenton, N.J. — **Trenton Water Works** (TWW) announced today a delay in sending bills to all customers in **Ewing Township** and some in **Trenton** as it completes some administrative changes.

"TWW is transitioning to a new billing vendor, which will cause billing delays. We apologize to our valued customers for the inconvenience of a late-arriving water bill," said Sean Semple, Director of the city's Department of Water and Sewer, which operates Trenton Water Works. "Our customers in Trenton and Ewing Township will not be penalized, charged a late fee, or be impacted negatively in any way due to this billing delay."

TWW sends bills to its more than 63,000 customers quarterly — four times annually.

In the fourth quarter of 2023, TWW selected a new contract vendor to print and mail bills to its customers, a process requiring Trenton City Council's approval, which was secured on October 19.

Trenton and Ewing Township customers should receive their water bills in November and have 60 days to pay. Customers whose accounts are already more than 60 days past due may receive a shutoff notice and have 15 days to bring their accounts current by entering into a payment agreement.

On November 15, TWW will discontinue shutting off customers for nonpayment to comply with the State of New Jersey's Winter Termination Program, which protects specific customers from having their gas, electric, or water shut off between November 15 and March 15.

"We continue to make changes to operations and invest in capital work that will not only maintain high water quality but also improve our service and delivery to our valued customers and service-area consumers," said Semple.

Purchased by the City of Trenton in 1859, the TWW system grew by constructing the open Pennington Avenue Reservoir in 1899 and the original water-filtration plant in 1914. In the last 50 years, TWW infrastructure has undergone numerous capital improvements, creating a sprawling system that consists of a water-filtration plant, an open reservoir, three pump stations, more than 8,000 valves, 3,578 fire hydrants, and six interconnections between TWW and other water suppliers.

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