American Water Newsroom

Water Quality Reports Available Online for New Jersey American Water Customers

Reports show drinking water in all service areas meets quality standards

CAMDEN, N.J. – May 5, 2025 – In honor of Drinking Water Week this week, New Jersey American Water is proud to announce that its most recent Water Quality Reports are now available for all service areas on its website at newjerseyamwater.com/waterquality. The company is proud to report that once again, the drinking water provided to the 2.9 million New Jerseyans it serves meets or surpasses both state and federal water quality standards for all regulated substances, including lead. Drinking Water Week, a more than 40-year tradition led by the American Water Works Association, highlights the vital role water plays in our daily lives.

“Delivering safe, clean, reliable, and affordable water is the core of our mission,” said Mark McDonough, president of New Jersey American Water. “These annual reports provide customers with information about the quality of their water, the rigorous testing we perform, and our ongoing investments in treatment technologies and infrastructure upgrades that help us meet and stay ahead of regulatory requirements.”

The 2025 annual water quality report (also referred to as a “consumer confidence report”) details the quality of water provided by the company to its customers using data collected from water quality testing in its local systems between January and December 2024. It highlights the substances detected in the treated drinking water in comparison to the compliance standards established by both the U.S. Environmental Protection Agency (EPA) and the New Jersey Department of Environmental Protection (NJDEP). As an additional layer of education and transparency, the report also details results of tests conducted for certain unregulated compounds, in areas where they are present and thus treated to achieve levels below recommended health guidelines.

“We’re proud of the work our team does behind the scenes every day to provide high-quality water at an exceptional value,” said McDonough. “Our water quality reports are just one more way we show our commitment to our customers.”

This year’s Water Quality reports include important information related to our Lead Service Line Replacement efforts. In July 2021, the state of New Jersey enacted legislation that requires all water providers to share with customers the material of the utility-owned and customer-owned service lines that lead to their property, notify customers with service lines that are lead or galvanized steel, and replace them. New Jersey American Water regularly tests for lead in drinking water and our water continues to meet state and federal water quality regulations, including those set for lead.

Customers can access the Water Quality report specific to their area by visiting the Water Quality tab on New Jersey American Water’s website and searching for their report by zip code. The company provides a video guide that shows customers how to access their reports step by step. Printed copies of the report are also available to customers who do not wish to access it online. Customers can call the company’s customer service center at 800-272-1325 to request a hard copy of their local report.

To learn more about New Jersey American Water’s commitment to water education, environmental stewardship, and quality service, visit www.newjerseyamwater.com.

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