

INSTRUCTIONS AND GENERAL INFORMATION

(Last Updated: 03/13/26)

PLEASE READ THESE INSTRUCTIONS COMPLETELY BECAUSE THERE MAY BE ANSWERS TO YOUR QUESTIONS CONTAINED WITHIN.

SWIMMING POOL FILLING SERVICE

If you are interested in filling your swimming pool, you must contact a pool filling service company of your choice. NJAW does not provide this type of service.

GENERAL HYDRANT METER RENTAL INFORMATION

Following is general information about renting a hydrant meter from the New Jersey American Water (NJAW) Hydrant Meter/Bulk Water Pickup Program. Please consider the following:

- The town where the meter is planned to be used must be confirmed prior to completing any order. This is because **not all towns and hydrants are served by NJAW.**
- Please obtain a fire hydrant identification number and include it in the Location field when ordering a hydrant meter. Also include a street address, town, and the nearest intersection.
- Availability of a meter must be confirmed before any order is completed.
- If a meter is in stock and you get prompt approval and barring unforeseen issues, it will take approximately 5-10 business days to process your order. Please plan accordingly.

FIRE HYDRANT METER RENTALS

Some hydrants are privately owned or served by the municipality itself. Also, NJAW has various offices that handle different zones and, if one office issues a hydrant meter, it cannot be used on a hydrant served by another NJAW office. Another meter would have to be requested from the other office. NJAW owned fire hydrants have a blue ring or collar on them. Please see the following picture.



SPECIAL NOTE: IF YOU DISCOVER THAT THE HYDRANT YOU WANT TO USE IS A PRIVATE HYDRANT ON THE NJAW SYSTEM, IT CAN ONLY BE USED FOR FIRE PROTECTION, I.E., A HYDRANT METER CANNOT BE CONNECTED TO IT.

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AGREEMENT CONDITIONS

Current rates are available upon request and will appear on the hydrant meter rental Agreement.

- New Jersey American Water will permit the metering of water through an approved fire hydrant for construction use under the following conditions:
- **UPON REQUEST BY NEW JERSEY AMERICAN WATER, THE HYDRANT METER MUST BE EXCHANGED. METERS CANNOT BE OUT FOR MORE THAN 1 YEAR WITHOUT BEING EXCHANGED.**
- An approved meter/backflow device is received from New Jersey American Water through MMSI.
- Applicants agree to paying a deposit and a Monthly Facility Charge plus, water used billed per 1,000 gallons, as per the applicable rates determined in the New Jersey-American Water Company, Inc. Tariff.
- If the meter is returned damaged or lost, the cost of repair, parts, including GPS devices, or new replacement will be added to your bill. The meter must be returned to the same office from where you picked up the meter. It cannot be returned to a different NJAW office. Upon return of the hydrant meter, NJAW may determine that a third party must evaluate it. This will delay the refund of your deposit by about 1 month.
- Applicants make payment based on water used and facilities charge monthly.
- Applicants must notify MMSI 2 working days prior to moving the meter to a different NJAW Fire Hydrant to obtain a new permit.
- Applicants must always have the Permit for the Hydrant Meter with them while using the meter.
- Any meter returned after the 7th day of the month will be charged that month's facility fee.
- New orders placed by you or anyone in your company will not be processed (including refunds) until all prior invoices have been paid.
- Payments by check will be charged a processing fee and must be mailed to the address that appears at the top of our invoices.
- Monthly rental fees will begin when the meter is reserved and whether it is picked up or not.
- Your deposit will be used to pay for any invoices due and, if any, repair fees, then refund you the difference.

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POLICIES

1. Invoice Payment Terms Update

Effective immediately, our invoice payment terms will change from “Due on Receipt” to “Net 30.”

- Payment will be due 30 days from the invoice date.
- If payment is not received within 30 days, a 5% finance fee will be applied to the outstanding balance.
- NOTE: Your first rental invoice will always be "Due on Receipt". If you do not pay your first invoice within 7 business days, you run the risk of having your hydrant meter order canceled and the reserved meter being assigned to the next customer.

Example:

If an invoice total is \$1,000.00 and remains unpaid after 30 days, a 5% finance fee (\$50.00) will be added, bringing the balance to \$1,050.00.

- If the balance remains unpaid, additional 5% finance fees will continue to accrue every 15 days on the outstanding balance.

If payment is still not made, any outstanding balance—including finance fees, repair costs, and other open invoices—may be deducted from the customer’s security deposit after the hydrant meter has been returned, provided the total amount owed does not exceed the current deposit amount of \$3,500.00.

2. Change from Quarterly to Monthly Invoicing

Quarterly invoicing will be discontinued after March 2026.

- January–March 2026 will be the final quarterly invoice period.
- Beginning April 1, 2026, invoicing will transition to a monthly billing cycle.

With monthly invoicing and Net 30 payment terms in place, it is especially important for customers to review invoices promptly and ensure timely payment to avoid finance fees.

3. New Customers & Inactive Account Re-Enrollment Fee

New customers and customers who have not rented a hydrant meter for a period exceeding 1.5 years will be required to pay a re-enrollment/sign-up fee before resuming service. The reenrollment/sign-up fee will be \$100.00.

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SIGNUP INFORMATION

If you decide to proceed and sign up to the Program, follow the pertinent instructions in the following sections. If you enter credit card information, it will not be charged unless you approve it. The use of a card will allow placement of an online hydrant meter order and assignment of an order number for tracking and billing purposes. If you need further assistance or have any questions, please send an email to meter@mmsinc.com or call and, if necessary, leave a message at 1.800.942.2703 extension 7.

HOW TO SIGN UP TO THE NEW JERSEY AMERICAN WATER (NJAW) HYDRANT METER/BULK WATER PICKUP PROGRAM

- Using a web browser, navigate to the www.MyWaterMeter.com website; ensure you include the “www.” prefix.
- Click on the “SIGN UP” link.
- Enter the required information.
- Click on the button at the bottom named “Save New User”.
- The “Account Information” screen should display.
- Towards the right side, click on the link named “Update Payment Information”.
- The “Payment Information” screen should display.
- Click on the link named “Add a New Payment Method”.
- Enter the required information.
- Click on the “Save” button.
- The “Payment Information” screen should display. To close it, click anywhere outside of it. Afterwards, you should receive an email from meter@mmsinc.com with the subject “Welcome to the NJAW Hydrant Meter Program”.

BULK WATER SIGN UP ONLY

If you are not ordering a hydrant meter but would like to receive a permit to pick up bulk water using your own tanker truck, please follow the instructions in the next section.

HOW TO PLACE A HYDRANT METER ORDER OR OBTAIN A BULK WATER PICKUP PERMIT

- Log in to the www.MyWaterMeter.com website using the credentials you selected when you initially signed up.
- Look for then click on the “ORDERS” link at the upper portion of the screen to the right of the MyWaterMeters TM logo, it should be to the left of your email address.
- Enter the information requested on the “Create Order” form. **NOTE:** When you are entering the data in the Location field, along with an address and nearest intersection, you must include the town and state data. Also, please obtain a fire hydrant identification number of where the hydrant meter will be connected.
- **NOTE:** If you plan to make bulk water pickups with your tanker truck, in the location field enter the following text: **“BULK WATER PICKUPS ONLY”**. **The pickup locations are in the table below.**
- At the bottom of said form, enable the checkbox to the right of “Agree To Terms And Conditions”. Click on the “Submit Order” button. Afterwards, you should receive an email from meter@mmsinc.com with the subject “Thank you for your Order (#nnn).”

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NEW JERSEY AMERICAN WATER BULK WATER PICKUP LOCATIONS USING YOUR TANKER TRUCK

New Jersey American Water Bulk Water Pickup Location Addresses
3215 Fire Road, Egg Harbor Twp, NJ 08234
100 Walter A Gaines Way, Lawnside, NJ 08045
167 JFK Parkway, Short Hills, NJ, 07078