



How to Reach Us

TWW's regular business hours are Monday to Friday, 8:30 a.m. to 4:30 p.m. TWW is not open on federal and municipal holidays. **We are at your service.**

- For account-related questions, call **1-866-TWW-BLUE**. Please listen carefully to the prompts. Spanish-speaking customer service representatives are available.
- **Unable to pay your water or sewer bills?** Call **2-1-1** or visit **waterassistance.nj.gov**.
- For water emergencies, such as service leaks, water main breaks, and damaged fire hydrants, call **(609) 989-3222**. You can reach our **Meter Shop** at **(609) 989-3225**.
- To sign up for TWW's Reverse 911 system, visit **trentonwaterworks.org**. TWW utilizes its Reverse 911 system to communicate with customers and service-area residents during water emergencies.
- To learn more about your rights as a utility customer, visit **trentonwaterworks.org**.
- To reach TWW's **Office of Communications and Community Relations**, call **(609) 989-3033**.

Get help with your water bill.

TRENTON WATER WORKS
333 CORTLAND STREET
P.O. BOX 528 TRENTON, NJ 08604-0528
INQUIRIES, PLEASE CALL 609-989-3055
MON-FRI 8:30AM-4:15PM

Call: 2-1-1 or visit waterassistance.nj.gov

Get help with your water bill. Apply today.

New Jersey's Low-Income Household Water Assistance Program (LIHWAP) can help you avoid service interruptions, restore services, pay reconnection fees, and stay up-to-date on payments. To apply, call **2-1-1** or visit **waterassistance.nj.gov**.

Also, TWW can customize a payment agreement to help you get caught up. To learn more, call us at **1-866-TWW-BLUE**, Monday to Friday, 8:30 a.m. to 4:30 p.m. TWW is closed on holidays.

New Jersey's **Winter Termination Program**, a moratorium on shut-offs, ended on March 15. However, **TWW has temporarily suspended residential service interruptions** to allow our valued customers struggling with payment challenges to access utility assistance programs or enter into payment agreements.

1-866-TWW-BLUE

We are at your service.

Obtenga ayuda con su factura de agua. Aplica hoy.

El Programa de Asistencia de Agua para Hogares de Bajos Ingresos de New Jersey (LIHWAP) puede ayudar. Para presentar una solicitud, llame al **2-1-1** o visite **waterassistance.nj.gov**.

Programa de terminación de invierno de Nueva Jersey, una moratoria sobre los cortes terminó el 15 de marzo. Sin embargo, **TWW ha suspendido temporalmente las interrupciones del servicio residencial** para permitir que nuestros valiosos clientes que luchan con los desafíos de pago accedan a los programas de asistencia de servicios públicos o entren en acuerdos de pago.

1-866-TWW-BLUE

Nosotros estamos a su servicio.

