



November 2, 2020

VIA ELECTRONIC MAIL

Hon. Michelle L. Phillips, Secretary
New York State Public Service Commission
3 Empire State Plaza
Albany, New York 12223

Re: Case 16-W-0259; Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of New York American Water Company, Inc. for Water Service

Dear Secretary Phillips:

In accordance with Ordering Clause 4 of the New York State Public Service Commission Order Postponing Rate Changes issued and effective September 1, 2020, New York American Water Company, Inc. notified its customers of the postponement of rates via email, bill message, social media and a press release. Attached are samples of those communications.

Very truly yours,

A handwritten signature in blue ink, appearing to read "John T. Dillon".

John T. Dillon

JTD:dlc
Enc.

Lee E Mueller

From: New York American Water <infony@amwater.com>
Sent: Wednesday, September 2, 2020 5:13 PM
To: Lee E Mueller
Subject: Rate Announcement from New York American Water

EXTERNAL EMAIL: The Actual Sender of this email is ATQHQtW05Ri6HAimE4AQnPg==_1112582839331_IOXhGGsaEeKCQojkYlhwmw==@in.constantcontact.com "Think before you click!".



September 3, 2020

Dear Customer,

We want to provide you with an important update regarding your water rates. New York American Water has postponed the company's previously approved Rate Year 4 increase until January 1, 2021.

Per the New York State Public Service Commission Order issued September 1, the rate increase will be postponed until January 1, 2021, at which time the previously approved rate increase will go into effect. The System Improvement Charge and Revenue Adjustment Clause/ Property Tax Reconciliation charge will also be postponed until January 1.

New York American Water is granted a “make whole” provision and a surcharge will be applied to customers’ bills in Rate Year 5, effective April 1, 2021 through March 31, 2022, to recover any revenue under-collections during the nine month postponement period.

New York American Water has and continues to take several actions in response to the COVID-19 health emergency in addition to the postponement. The company has suspended the practice of shutting off water service due to non-payment and service has been restored to all customers whose service was previously discontinued for nonpayment. These decisions were made to continue to provide clean, safe, reliable water service for all customers during this public health emergency. Call 1-877-426-6999 or visit www.nyamwater.com for more information.

Thank you,
Lynda DiMenna
New York American Water President

Tips, tools and technology to help customers conserve water are available at www.nyamwater.com/conservation



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



See what's happening on our social sites



To unsubscribe from future editions of NEWS Drop, unsubscribe below.

New York American Water | 60 Brooklyn Avenue, Merrick, NY 11566

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[Update Profile](#) | [About our service provider](#)

Sent by infony@amwater.com powered by



Try email marketing for free today!



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Service Address:

[Redacted]
MERRICK, NY 11566



THANK YOU FOR BEING OUR CUSTOMER.

Important Account Messages

- A comparison between peak and non-peak water use is being included for your information. As of the current billing period, your peak average usage is 2,028 gallons per day. This compares to a non-peak average of 836.00 gallons per day. Peak usage is defined as usage billed in the months of June through September each year.
- Want to get to know us better? Visit www.newyorkamwater.com to learn more about the services we provide.

For more information, visit www.newyorkamwater.com

Monthly Statement

Account No. [Redacted]

Total Amount Due:	\$1,079.67
Payment Due By:	October 19, 2020

Billing Date: September 25, 2020
Service Period: Aug 29 to Sep 25 (28 Days)
Total Gallons: 42,935

Account Summary – See page 3 for Account Detail

Prior Billing:		[Redacted]
Payments:	-	[Redacted]
Balance Forward:	=	[Redacted]
Service Related Charges:	+	[Redacted]
Total Amount Due:	=	[Redacted]



View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone*: Pay anytime at 1-855-748-6066
*A convenience fee may apply



Customer Service: 1-877-426-6999
M-F 7:00am to 7:00pm – Emergencies 24/7

Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.

Account No. [Redacted]

Total Amount Due:	[Redacted]
Payment Due By:	October 19, 2020

If paying after 10/19/20, pay this amount: [Redacted]



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P.O. BOX 91623
RANTOUL, IL 61866-8623

Service to: [Redacted]
MERRICK, NY 11566

Amount Enclosed \$ [Redacted]

NEW YORK AMERICAN WATER
PO BOX 371332
PITTSBURGH PA 15250-7332



Messages from New York American Water

- Per the New York State Public Service Commission Order issued September 1, the Rate Year 4 increase will be postponed until January 1, 2021. The System Improvement Charge and Revenue Adjustment Clause/Property Tax Reconciliation charge will also be postponed until January 1. New York American Water is granted a "make whole" provision and a surcharge will be applied to customers' bills in Rate Year 5, effective April 1, 2021 through March 31, 2022, to recover any revenue under-collections during the nine month postponement period. Learn more at www.nyamwater.com.

RATE INCREASE POSTPONED UNTIL JANUARY 1, 2021

In response to the COVID-19 public health emergency, New York American Water postponed the effective date of the company's Rate Year 4 approved rate increase until January 1, 2021. Learn more at nyamwater.com. Under Customer Service & Billing, select Your Water Rates.



CUSTOMER SERVICE: 1-877-426-6999

HOURS: M-F, 7am-7pm ▪ Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED: 711

(and then reference Customer Service number listed above)

SERVICES



Go Paperless: Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on My Account at amwater.com/myaccount. Not registered? Log in and be sure to have your account number handy.



Water Quality: We take water quality seriously. For a copy of the annual water quality report for your area, visit newyorkamwater.com. Under Water Quality, select Water Quality Reports.

EXPLANATION OF OTHER TERMS



Payment by Check: Paying by check authorizes American Water to send the information from your check electronically to your bank for payment. The transaction will appear on your bank statement. The physical check will not be presented to your financial institution or returned to you. **Returned Check Fee:** You will be charged a fee for any checks returned by the bank. The check will be returned to you and will not be redeposited.



Overdue Bills/Late Fees: Payment is due when you receive a bill. A 1.5 percent late fee will be charged on any past-due amounts 21 days after the bill date, which is then applied to the next bill.



Estimated Bill: This occurs when we are unable to read the water meter. Your usage from the same billing period the prior year is used to calculate the estimated bill. The next actual meter reading corrects any over or under estimates.



Access to the meter: If you are home, please let the meter reader in to read your meter. Employees carry a photo I.D. card and usually are in a blue uniform. Look for the logo in I.D. cards, uniforms and vehicles. In doubt? Call Customer Service to verify. If your meter has not been read for six months, you are subject to a \$25 fee. To avoid this fee, call Customer Service with the reading, or make an appointment for a company reading.



Disputes: If you have questions or complaints about your bill, please call us at 1-877-426-6999 before the due date. If your bill is unusually high, it may indicate that there is a leak in your plumbing. For tips on how to detect leaks and use water wisely, visit us online. You'll find helpful tools under the Water Information menu. Every drop counts!



Rates: Your rates and charges are approved by the New York State Public Service Commission. For a copy of the approved tariff for your area, visit www.newyorkamwater.com. Under Customer Service & Billing, select Your Water Rates.



Correspondence: Please send written correspondence to PO Box 578, Alton, IL 62002-0578. Be sure to include your name, account number, service address, mailing address and phone number including area code. Please do not send correspondence with your payment, as it may delay processing your payment and correspondence.



Moving? Notify Customer Service before you move. If you do not contact us and the owner/tenant does not apply for service, you will be billed even though you have moved.



Seniors/Medical Conditions: Special protections are available. Contact a Customer Service Associate for information.

Address Change(s)

Name

Address

City

State

Zip Code

()

Mobile Number

Phone Number

E-mail Address

Other ways to pay your bill



Auto Pay



Online



In Person

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill anytime, anywhere. Registration is fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee may apply).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.

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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
██████████	10 CF	1-1/2	08/29/2020	09/25/2020	19,786 (A)	20,360 (A)	574	429.35	42,935

A = Actual E = Estimate

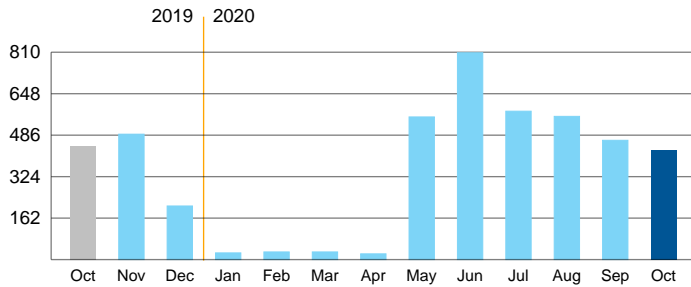
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 42,935

Billed Usage History (graph shown in 100 gallons)

- 42,935 gallons = usage for this period
- 44,506 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 26, 2020
Account Type: Commercial

Average daily use for this period is: (28 days)

1,533 gallons

Year to Date Billed Usage: 350,811 gallons

Account Detail

Account No. ██████████

Service To: ██████████ MERRICK, NY 11566

Prior Billing

Payments

Balance Forward

Cancellation of Prior Billing

Cancelled Bill Period 08/29/2020 - 09/25/2020
Reason: Service Turn On/Off Correction

Service Related Charges - 08/29/20 to 09/25/20

Rebill - 08/29/20 to 09/25/20

Water Service

Water Service Charge (30 x \$0.2481)
Water Usage Charge (120 x \$0.5438)
(190 x \$0.5159)
(89.35 x \$0.3445)

Other Charges

System Improvement Surcharge (\$236.01 x 0.83%)
RAC/PTR Surcharge (\$236.01 x 5.57%)
TCJA CREDIT (429.35 x -\$0.020179)

Total Service Related Charges

Total Current Period Charges

Total Amount Due



Understanding Your Bill

- Service Related Charges:** This section includes charges for services related to water, which includes fire protection. If applicable, credits and debits for correction to previously billed charges are itemized here. The **Water Service Charge** is a flat amount based on meter size. This basic charge is billed each month whether or not you use water and covers a portion of fixed costs which includes reading the meter, billing and postage. The **Water Usage Charge** is based on how much water you use. It is the purchased power, transmission, and distribution cost related to operating, maintaining, and supplying facilities as well as a capital cost related to upgrading the facilities.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert it to gallons to make it easier to understand.
- Other charges that may appear on your bill if applicable:**
 - System Improvement Charge:** Relates to the capital costs associated with improvements currently being made to the water system that are not included in base rates.
 - RAC/PTR Surcharge:** Charge that reconciles the difference between the actual metered revenue, production costs and property taxes versus what the company charged based on the rate order.
 - TCJA Credit:** This credit reflects the savings from the Federal Tax Cuts and Jobs Act and will appear on bills through 3/31/21.
 - Incremental Property Tax Surcharge:** Applies to North Shore (Sea Cliff) District customers for the property taxes in excess of the average property taxes of the Merrick District.
 - Certain Taxes:** Gross receipts, village and metropolitan transportation Taxes are fees the company collects for state and local governments.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.

NY0419

For more information about your charges and rates, please visit: <https://amwater.com/nyaw/rates>

Additional Messages from New York American Water

- We understand that right now customers may be facing circumstances that are stretching financial resources. New York American Water is here to assist you with information to help you make an informed decision about what's best for you. Our customer service representatives are ready to work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive assistance through select low income, bill assistance or help agency programs. To see what programs may be available to you, please visit **www.amwater.com**, select your state and navigate to the customer service and billing section, or contact our customer service center to discuss your options.
- *****IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/merrick.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 877-426-6999.

facebook.com/nyamwater/photos/10158988770411454

ANNOUNCEMENT:
DELAYED RATE INCREASE

NEW YORK AMERICAN WATER

New York American Water
September 1

To mitigate the financial impacts of the ongoing public health emergency on our customers, New York American Water has postponed the company's previously approved rate increase until January 1, 2021. Learn more: https://www.amwater.com/_/new-york-american-water...

Edit

7 2 Comments 4 Shares

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Most Relevant

Shana Rickman
You failed to mention that rate increase will be continuing until MARCH 2022! As per your e-mail this will be happening so you may

Comment as New Yor...

FOR IMMEDIATE RELEASE: September 2, 2020

MEDIA CONTACTS:

Thomas Meara, tmeara@kivvit.com, 718-309-3506

Lee Mueller, lee.mueller@amwater.com, 516-287-8858

New York American Water Delays Previously Approved Rate Increase Rate Year Four Increase Delayed until January 1

Merrick, N.Y. (September 2, 2020) – After discussions with the New York State Department of Public Service and in direct response to the COVID-19 health emergency, New York American Water has postponed the previously approved rate increase, originally scheduled to go into effect April 1, 2020. The rate increase will be postponed until January 1, 2021, at which time the previously approved rate increase will go into effect.

In addition to the Rate Year 4 increase postponement, the System Improvement Charge, normally scheduled to go into effect August 1, 2020, and the Revenue Adjustment Clause/Property Tax Reconciliation charge, normally scheduled to go into effect November 1, 2020, will also be postponed until January 1, 2021. The rate increase postponement is applicable to all customers, including residential and commercial customers and fire service and irrigation accounts. More information on the rate postponement is available on the company's website under Customer Service and Billing, Your Water Rates. To read the PSC Order, visit www.dps.ny.gov.

New York American Water has and continues to take several actions in response to the COVID-19 health emergency in addition to the postponement. The company has suspended the practice of shutting off water service due to non-payment and service has been restored to all customers whose service was previously discontinued for nonpayment. These decisions were made to continue to provide clean, safe, reliable water service for all customers during this public health emergency. For more information, visit www.newyorkamwater.com.

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New York American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water company in New York, providing high-quality and reliable water and/or wastewater services to approximately 350,000 people.

With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater, and other related services to 15 million people in 46 states. American Water provides safe, clean, affordable, and reliable water services to our customers to make sure we keep their lives flowing.