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September 14, 2018

Via Email and UPS

Hon. Kathleen H. Burgess
Secretary to the Commission
State of New York Public Service Commission
Building 3, Empire State Plaza
Albany, New York 12223

Case 17-M-0475: In the Matter of Utility Outreach and Education Plans

Dear Secretary Burgess:

Enclosed please find the 2018 Customer Outreach and Education Plan of New York American Water Company, Inc. If you have any questions, please do not hesitate to contact me.

Respectfully submitted,

John T. Dillon

Enc.

JTD:dlc

c: Erin O'Dell-Keller (via email, w/enc.)
Sharon Alvaro (via email, w/enc.)

**New York American Water Company, Inc.
OUTREACH AND EDUCATION PLAN
2018**

Submitted by John T Dillon, Vice President, General Counsel
and Secretary
on September 14, 2018
to Sharon Alvaro, DPS Office of Consumer Services

New York American Water Company, Inc.

OUTREACH AND EDUCATION PLAN 2018

Section 1: Utility Information	
Utility Outreach & Education And Company Officials	4
Service Profiles	5
Budget Information	7
Infrastructure Investments and Developments.....	8
Section 2: Mandated Outreach and Education	
Outreach & Education Required By Commission Order (Part I).....	10
Outreach & Education Required By Commission Order (Part II).....	11
Section 3: Global Outreach and Education Methods	
Website, Social Media & Mobile Applications.....	12
Mass/Blast Notifications (E-Mail, Text, Robo-calls).....	14
Utility Outreach Event Schedule	15
Customer Assistance Telephone Lines/Call Center.....	17
Section 4: Outreach and Education Topics	
Customer Rights & Responsibilities.....	21
Billing Services and Payment Alternatives.....	23
Special Needs Customers	24
Water Quality	25
Water Conservation	26
Service Interruptions	28
Seasonal Outreach	29
Infrastructure & Security.....	30
Financial Assistance.....	32
Metering	33
Section 5: Employee Outreach and Education	
Customer Service/Employee Training.....	34
Appendix A: Outreach and Education Events Tracking	36
Appendix B: Outreach and Education Materials	39

New York American Water Company, Inc.

OUTREACH AND EDUCATION PLAN

2018

New York American Water Company, Inc. (NYAW), a subsidiary of American Water Works Company, Inc., is the largest private water supplier in New York State, providing high-quality, reliable water and wastewater service to approximately 380,000 people in more than 50 communities. More than 120 NYAW employees, including water quality specialists, distribution and field service personnel, plant operators, meter readers, and administrative support specialists, carry out the company's foremost responsibility of providing high-quality, reliable water service to our customers around the clock.

NYAW's team of experts work around the clock to monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all applicable regulatory standards. This requires significant investment in our infrastructure, including treatment plants, tanks, pump stations, fire hydrants and metering equipment.

Providing high-quality water service is our business. We monitor water quality every step of the way, from source to tap, and we know what it takes to provide water that meets or surpasses state and federal drinking water standards. Our team of water quality and operations experts operate in-house quality control laboratories, and we have access to American Water's Belleville Lab, one of the most advanced water quality laboratories in the U.S.

NYAW proudly meets stringent standards established by federal and state agencies, including the U.S. Environmental Protection Agency, Department of Health and the New York Department of Environmental Protection.

UTILITY OUTREACH & EDUCATION AND COMPANY OFFICIALS

Dates Covered by Plan: From: January 1, 2018 To: December 31, 2018

- Outreach and Education (O&E) Liaison to Office of Consumer Services (OCS) Staff:

Name: Caryn Stutz
Title: Supervisor, Customer Advocacy
Mailing Address: 60 Brooklyn Avenue, Merrick, NY 11566
Email: caryn.stutz@amwater.com
Telephone No. (516) 632-2211 Fax No. (516) 632-2255

- Senior Manager/Officer in charge of Outreach and Education:

Name: Rose Simpson
Title: Manager, Business Performance
Mailing Address: 60 Brooklyn Avenue, Merrick, NY 11566
Email: rose.simpson@amwater.com
Telephone No. (516) 632-2208 Fax No. (516) 632-2225

- Director of Outreach and Education:

Name: Denise Venuti Free
Title: Director of Communications & External Affairs, Eastern Division
Mailing Address: 1025 Laurel Oak Road, Voorhees, NJ 08043
Email: denise.free@amwater.com
Telephone No. (856) 782-2316 Fax No. (856) 782-2481

- President or Chief Executive Officer:

Name: Carmen Tierno
Title: President
Mailing Address: 60 Brooklyn Avenue, Merrick, NY 11566
Email: carmen.tierno@amwater.com
Telephone No. (516) 632-2207 Fax No. (516) 632-2225

SERVICE PROFILES*

*The following is as of December 31, 2017.

Service Territory:

- Total number of residential accounts: 115,908
- Estimated or known total population in the service territory: 355,000

Please identify the source of this statistic: 2017 Annual Water Quality Reports

- Names of counties served in whole or in part: Nassau, Westchester, Washington, Ulster, Putnam, Sullivan, and Orange

Electronic Access:

- Total number of customers who participate in online billing: 16,794
- Total number of customers using e-mail for utility information and alerts: 11,288
- Total number of customers using mobile applications to manage their account 10,256
- Total number of customers using mobile applications to obtain educational information, alerts, etc.: (specify whether web-based or text alert) Unknown

Low Income Customers

- Estimated number of low income customers: Unknown
- Total number of customers receiving deferred payment agreements: 408

Special Needs Customers

- Total number of accounts coded 62 or over: 848
- Total number of accounts coded Elderly/Blind/Disabled: 1056
- Total number of customers coded as medical emergency: 32
- Total number of customers receiving bills and brochures in Braille: 0
- Total number of customers receiving large-print bills: 13

Customers with Limited English Proficiency (LEP)

- Languages other than English spoken in the service territory: The US Census Bureau compiles this data. The information for the counties served by New York American Water can be found here: <https://www.census.gov/data/tables/2013/demo/2009-2013-lang-tables.html>. Please identify the source of this information: US Census Bureau

How does the utility identify special needs and LEP customers?

The customer is invited to self-identify their specific special needs through customer service. This is highlighted in the yearly brochure that is sent to all customers as well as new customers every year (Customer Rights and Responsibilities). Once identified, they are noted in our system.

Does the utility code the customer account once a special needs and/or LEP customer has been identified?

Yes

How does the utility encourage these customers to identify themselves?

Via messaging on the back of customer bills.

Do customer service representatives discuss Special Needs Programs with customers who call to apply for service?

Upon request.

Note: Specific outreach programs targeted to these customers should be discussed in Section 2: Outreach and Education Topics, under the Special Needs page.

BUDGET INFORMATION

Estimated Outreach & Education Budget for January – December 2018:

Total \$231,000

- This includes all communications expenses including: Print Ads, Bill Inserts, Customer Post Cards, Mailers, Brochures, Conservation Kits, Leak Detection Kits, Press Releases, Video, Social Media and Public Relations.

Note: Utility may change breakdown to reflect their unique budget tracking categories

Actual Budget for Outreach & Education for January – December 2017:

Total \$218,000

- This includes all communications expenses including: Print Ads, Bill Inserts, Customer Post Cards, Mailers, Brochures, Conservation Kits, Leak Detection Kits, Press Releases, Video, Social Media and Public Relations.

Note: Utility may change breakdown to reflect their unique budget tracking categories

INFRASTRUCTURE INVESTMENTS AND DEVELOPMENTS

Please describe infrastructure investments and any structural or physical developments planned for the year. Indicate whether the Company is conducting public awareness regarding these activities. If outreach is planned, use the Infrastructure/ Security in Section 4 to provide more in-depth information about your public awareness activities regarding this topic.

Activity #1:

On-going Activity: NYAW is committed to investing approximately \$47 million in 2018 – about \$900,000 a week – in needed system improvements.

Description and Schedule for Planned Activity: These projects are varied and include main replacements, service line replacements, fire hydrant and meter replacements, as well as improvements to its wells and treatment facilities.

Public Awareness Planned: Yes, we routinely provide news releases, posts on social media and our website, as well as postcards sent to customer's homes in some instances.

In addition, New York American Water has published and is promoting an interactive Infrastructure Upgrade Map on its website to share details about its pipeline renewal projects. The map is located at www.amwater.com/nyaw/ under Water Quality, System Upgrades.

The user-friendly Infrastructure Upgrade Map (NY) allows customers to view details about the company's water and wastewater pipe renewal or replacement projects across its service areas in the state. The map features summaries of pipe upgrades across the state, total dollars invested and length of pipe being installed. By clicking on individual projects, users can see specific projects details and "zoom in" to view the street level details of projects in their town or country.

Activity #2:

On-going Activity: NYAW is in the process of issuing a construction award for the 500,000 gallon elevated water storage tank to replace the existing Glen Head elevated tank. The existing tank was constructed in 1935 and, after more than 80 years of service, the interior and exterior coatings on the tank are no longer providing an effective corrosion barrier, which has led to aggressive corrosive activity and deterioration of the tank steel.

Description and Schedule for Planned Activity: Meeting between NYAW and local civic groups and/or civic leaders. Meetings will be held prior to October 2018.

Public Awareness Planned: Yes, prior to starting construction, NYAW will re-engage civic leaders to discuss, and make the public aware of, the construction schedule. A press release and social media outreach will also be included.

Activity #3:

On-going Activity: New York American Water is continuing construction of a 6 million gallon per day (mgd) Iron Removal Facility at its Plant 1 site in Roosevelt, N.Y.

Description and Schedule for Planned Activity: Construction is well underway and scheduled for substantial completion by December 2018.

Public Awareness Planned: Public outreach will include a press release, social media posts and potentially a ribbon cutting ceremony for local stakeholders in early 2019.

Activity #4

On-going Activity: New York American Water has completed the construction of a 2 mgd Iron Removal Facility at its Plant 20 site in Valley Stream, N.Y.

Public Awareness Planned: In conjunction with the Village of Valley Stream, NYAW attended and presented at a town hall meeting at Village Hall on July 26, 2018. The purpose of the meeting was to inform residents of the landscaping plan that would be implemented at the constructed facility and seek additional input from nearby neighbors.

NYAW will be issuing a press release on the project in Fall 2018 when all construction and commissioning activities are completed.

Activity #5

New Activity: New York American Water will be starting construction on a new 1 million gallon water storage tank and booster station at its Demott Ave Facility in Wantagh, N.Y.

Public Awareness Planned: After start of construction, NYAW will issue a press release on the project, and also post project info on social media.

New York American Water Company, Inc.
OUTREACH AND EDUCATION PLAN
2018

Mandated Outreach and Education

**OUTREACH & EDUCATION REQUIRED
BY COMMISSION ORDER – (PART I)**

Various Commission Orders have included specific Outreach & Education requirements. Please complete the form in Part II of this section for each case that included requirements for O&E, and for which the reporting time is still active.

PLEASE FILL OUT:

We have one (1) open case at this time and have completed a form for this case.

OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

Case No.16-W-0259

Required by Order, Joint Petition, Settlement, Other:
Order and Joint Proposal

Date the Order was Issued and Effective:
May 18, 2017

Summary of O&E requirements:

- Newspaper notice of rate changes and their effective date to be published once a week for four consecutive weeks prior to the start of each rate year (2018, 2019 and 2020)
- Annual Customer Service Performance Incentive (CSPI) Mechanism performance report to be filed no later than May 30, 2019 for the 12-month period of 1/1/18 - 12/31/19 (and within 60 days of the end of each subsequent rate year)

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):
Annually, as noted above.

Confirm that past reports have been properly submitted: It is important to note that the reports must be sent to the Secretary's office. Simultaneously you may send a copy to Michael Corso, Director of the Office of Consumer Services.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- ☒ Secretary's Office Date: 3/30/2017
☐ Office of Consumer Services Date: _____
☐ Other: _____ Date: _____
 (Name of DPS contact person)

Date Reporting May Cease: When new rates are set.

New York American Water Company, Inc. OUTREACH AND EDUCATION PLAN 2018

Global Outreach and Education Tools

2018 Outreach & Education Plan with 2017 Results

WEBSITE, SOCIAL MEDIA & MOBILE APPLICATIONS

Please describe how the utility uses its Website, Social Media, and Mobile Applications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g., safety) should be described in more detail on the page for that program.

New/Continuing Program:

NYAW works to educate customer about the investments we make in our plants, pumps, and pipes to continue to ensure reliable service. We also increased promotion of our customer website, MyAccount, and other online/electronic features such as paperless billing and AutoPay.

2017 Results, Evaluation and Feedback:

As part of our commitment to educate customers about the service we provide to ensure the reliable delivery of high-quality water from source to tap, NYAW published an interactive Infrastructure Upgrade Map on its website in 2017 to share details about its pipeline renewal projects. The map is located at www.newyorkamwater.com under Water Quality, System Updates.

The user-friendly Infrastructure Upgrade Map (NY) allows customers to view details about the company's water and wastewater pipe renewal or replacement projects across its service areas in the state. The map features summaries of pipe upgrades across the state, total dollars invested and length of pipe being installed. By clicking on individual projects, users can see specific project details and "zoom in" to view the street level details of projects in their town or county.

We will also continue use of electronic/online tools to communicate with customers.

Goals for 2018:

We committed to increase social media and traditional media communications to help reach customers about the capital investments we are making to help ensure quality, reliable service. We also continue to increase our communication efforts to encourage customers to enroll in MyAccount, paperless billing and AutoPay. (More detail is available under Payment and Billing Options.)

How Priority Was Set:

Utility customer research has shown that increasing this kind of communications to customers is appreciated and increases their satisfaction. The Company has also recognized that many of its customers are more accessible through electronic media than by traditional modes of communication such as bill inserts or newspapers ads. We wanted to take advantage of electronic communication methods to make sure information reaches our customers.

Description of 2018 Program:

We increased our social media efforts to include more content about capital investments, pipe replacements, plant upgrades, etc. to help communicate to customers. News media stories were also pursued and results were shared online.

We also used bill inserts, emails and social media content to help increase customer awareness of and enrollment in My Account, paperless billing and AutoPay.

Measures to Evaluate the 2018 Program:

While there is no formal evaluation of this program, we do track website traffic, as well as social media followers, likes and overall engagement.

Provide a List of Tools and Samples of Webpages/Social Media Pages/E-Mail Blasts

2018 Outreach & Education Plan with 2017 Results

Mass/Blast Notifications

Please describe how and when the utility uses e-mail, text alerts and robo-calls for mass notifications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g., safety) should also be described in more detail on the page for that program.

New/Continuing Program:

We continued to promote increased enrollment into our Code Red customer notification program and continued to let customers know about the Alerts page of the website: <https://amwater.com/nyaw/alerts>

2017 Results, Evaluation and Feedback:

We tracked an increased number of customers enrolled into our Code Red notification program, which continues to increase whenever there is an event. This is tied to our social media efforts as well, since we also leverage social media for emergency communications.

Goals for 2018:

We committed to increasing the use of Code Red for service disruption notifications, as well as using it for non-emergencies.

How Priority Was Set:

This is part of our commitment to increase communications to customers about things that directly concern them.

Description of 2018 Program:

In addition to promoting enrollment into Code Red, we increased usage of this tool by using it for non-emergencies, including hydrant flushing and general cold weather main break messaging.

Measures to Evaluate the 2018 Program:

There was no formal evaluation of this goal; however, our customer enrollment in Code Red continues to increase.

Provide a List of Tools and Samples of Webpages/Social Media Pages/E-Mail Blasts

2018 Outreach & Education Plan with 2017 Results

OUTREACH EVENTS

Describe how the utility identifies and participates in public events. Distinguish between utility-sponsored and community sponsored events. Use the tracking sheet in Appendix A to list events conducted in 2017 and those planned for 2018.

New/Continuing Program:

NYAW takes an active part in the communities it serves and supports environmental, educational and workforce development initiatives related to water.

Our efforts include the following:

- **BE WATER WISE! Art Contest:** Each year, we hold an art contest for fifth grade students. Learn more at newyorkamwater.com. Under the About Us menu, select Community Involvement, then Community Programs.
- **Speakers Bureau:** We provide presentations on a wide variety of water related topics for all ages.
- **Tours:** We provide opportunities for school or community groups to see the water treatment process first-hand.
- **Scholarship Program:** We offer scholarships in partnership with the New York Chapter of the National Association of Water Companies.
- **URGENT: Women in Utilities program:** We participate in this program that helps women and others gain exposure to a career in the utility industry.
- **Environmental Grant:** Each year, we offer funding for qualifying innovative, community based environmental projects that improve, restore or protect groundwater supplies within the company's service area.

2017 Results, Evaluation and Feedback:

Through these programs, the feedback that we have received has been positive.

Goals for 2018:

Our goal is to continue these programs in 2018.

How Priority Was Set:

This is part of our commitment to being part of the communities we serve and helping to educate our customers about these topics and the service we provide.

Description of 2018 Program:

We are continuing these programs in 2018.

Measures to Evaluate the 2018 Program:

Program participation is the measurement we use for evaluation purposes.

2018 Outreach & Education Plan with 2017 Results

CUSTOMER ASSISTANCE LINES/CALL CENTER

New/Continuing Program:

- We currently have a local Customer Advocacy team to handle any general customer inquiry, complaints, Public Service Commission complaints.
- Customers can call American Water's national Customer Service Center (located in Alton, Ill. and Pensacola, Fl.) at 1-877-426-6999, Mondays through Fridays, 7 am-7 pm for non-emergency questions or issues. A group of call center representatives that is dedicated to NYAW customers fields these calls. For emergencies, the call center is available 24/7.
- Enhancements to the Interactive Voice Response (IVR) System.
- Language translation phone #: 1-877-711-5910

2017 Results (evaluation and feedback):

- The new IVR System implemented in 2017 is providing customers with the ability to self-serve on their account, history, payments turn on and turn offs, etc. by speaking what they would like to do.

Goals for 2018:

- Launching new bill design and online customer portal.
- Added dedicated email address for recent high water bill complaints from South Shore customers.
- Major Accounts: American Water is launching a major account program aimed at building relationships with our non-residential customers.

How Priority Was Set:

- In response to utility research (such as the J.D. Power Utilities Customer Satisfaction survey) and in keeping with technology today, system improvements such as these are shown to create a positive customer experience.
- Major Accounts – The company wants to create a positive customer experience for our non-residential customers that often have multiple accounts and complex issues.

Description of 2018 Program:

- In 2018, American Water is launching a new customer bill design aimed at making it easier for customers to understand their bills. The Customer Bill Redesign Project is using customer research to help inform changes to the bill that will make it easier for customers to understand their charges, which is shown to increase customer satisfaction. The new design will be rolled out in phases, with New York customers receiving communications about the new design in December, which is one month prior to receiving the new bill in January 2019. The company is also launching a new online

customer portal by the end of 2018 to make it easier for customers to obtain information online and also to assist customers with monitoring their water usage.

- This year we launched our Major Accounts Program. The major account team has proactively reached out to our largest non-residential customers to establish a relationship and serve as the main point of contact for the company.

Measures to Evaluate the 2018 Program:

- Customer research is being conducted before and after the new bill design is launched. Pre-design research indicates the new bill design will be received very favorably by customers.
- Major Accounts - Our major accounts will be contacted for a brief telephone interview. The survey will ask for opinions about our service to their organization.

New York American Water Company, Inc. OUTREACH AND EDUCATION PLAN 2018

Section 4

Outreach and Education Topics

2018 Outreach & Education Plan with 2017 Results PARTNERSHIPS, GRANTS & COMMUNITY OUTREACH

New/Continuing Program: New York American Water partners with various organizations in its service areas to offer Environmental Grants, Firefighter/Emergency Services Grants, Scholarships and other engagement opportunities.

2017 Results, Evaluation and Feedback:

In 2017, the Company offered the opportunity for groups to apply for these grants through bill inserts, online and social media outreach, news releases and other communications methods. Several applications for each were received and awards were granted.

Goals for 2018:

We are offering the same grants and partnerships in 2018, and our goal was to increase awareness through targeted communications and social media to organizations within our service areas to encourage applications.

How Priority Was Set:

This is part of our commitment to provide assistance in the communities we serve.

Description of 2018 Program: (see guidance document regarding program elements to include)

- Scholarship Program: We offer scholarships in partnership with the New York Chapter of the National Association of Water Companies.
- Environmental Grant Program: Offers funding for innovative, community-based environmental projects that improve, restore or protect the watersheds, surface water and groundwater supplies in our local communities.
- Firefighter/Emergency Responder Grants: New York American Water offers a Volunteer Firefighter and Emergency Medical Services Grant Program to provide support for our local fire departments and EMS in the communities we serve. Grants of up to \$1,000 are provided to volunteer fire/EMS organizations within our service area to assist them with purchasing emergency equipment and training materials

Measures to Evaluate the 2018 Program: Participation in the grant application process is used to measure this program.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

CUSTOMER RIGHTS AND RESPONSIBILITIES

New/Continuing Program:

We distribute a customer Rights and Responsibilities brochure annually, consistent with regulatory requirements.

2017 Results, Evaluation and Feedback:

The Rights and Responsibilities brochure is included in all new customer welcome kits, mailed to all customers as a bill insert and posted on the Company's website (<https://amwater.com/nyaw/customer-service-billing/rights-responsibilities>). This piece was successfully mailed to customers in 2017.

Goals for 2018:

Continue to provide customers with information regarding their rights and responsibilities as New York American Water customers as well as the Company's responsibilities to them. Our 2018 brochure will be sent to customers this fall.

How Priority Was Set:

Per the regulatory requirement of 16 NYCRR 14.16(a).

Description of 2018 Program: (see guidance document regarding program elements to include)

The Rights and Responsibilities brochure will continue to be included in all new customer welcome kits, mailed to all customers as a bill insert, and posted on the Company's website:

<https://amwater.com/nyaw/customer-service-billing/rights-responsibilities>

Measures to Evaluate the 2018 Program:

No specific measurement tool is used for this.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

BILLING SERVICES AND PAYMENT ALTERNATIVES

New/Continuing Program:

- Monthly payment plans based on individual circumstances.
- Continue encouraging paperless billing through bill inserts and brochures.
- Online bill pay/AutoPay
- eCheck- free check payments offered online.
- Phone 1-855-748-6066 24/7
- In person bill payment at authorized payment locations that are listed on our website.

2017 Results, Evaluation and Feedback:

In 2017, NYAW achieved an increase of 40% in paperless billing enrollments, mainly achieved through customer outreach efforts including bill inserts, social media content and an email to customers with a “one click” option to enroll.

Goals for 2018:

In April 2018, we released into production a green effort to reduce landfill waste by eliminating return envelopes for customers who pay us consistently through electronic means for at least 6 months. A message was placed on the customer bill informing them of this action and thanking them for their participation. They may call at any time if they wish to receive an envelope.

How Priority Was Set:

We are continuously looking to provide different and satisfying ways for customers to track their accounts and/or make payments through whichever method they chose to use.

Description of 2018 Program: (see guidance document regarding program elements to include)

In 2018, we are continuing our promotion of paperless billing, as well as AutoPay and the use of our customer website portal, My Account. This effort has increased paperless and My Account enrollments, and the launch of a new customer portal in Q3 2018 should continue to drive increases in this area. To date in 2018, NYAW has more than 48,000 customers enrolled in MyAccount, about 17,000 enrolled in paperless billing, and more than 19,000 using AutoPay.

Measures to Evaluate the 2018 Program:

We measure success by increases in the number of customer enrollments.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

SPECIAL NEEDS CUSTOMERS

New/Continuing Program:

Continue to improve and expand service to all customers, including those with special needs. Our website is ADA compliant, and our customer advocacy program continues to show flexibility and accommodation to those with special needs in order to meet the needs of our customers.

Our TDD # is 1-800-300-6202.

2017 Results (evaluation and feedback):

There are no formal measures in place to evaluate this effort.

Goals for 2018:

NYAW strives to continuously improve its service and access to all customers.

How Priority Was Set:

Corporate and industry practice.

Description of 2018 Program: (see guidance document regarding program elements to include)

Continue to improve and expand service to all customers, including those with special needs.

Measures to Evaluate the 2018 Program:

There are no formal measures in place to evaluate this effort.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

WATER QUALITY

New/Continuing Program:

Consumer Confidence Reports and the Hydrant Flushing schedule are posted to the website annually. These materials are promoted through bill inserts, newspapers ads, social media and news releases, with a duration of about three months of promotion, particularly around the hydrant flushing program.

We also have brochures and bill inserts to help educate customers about iron in water and the measures we take to reduce it. We also have a lead education brochure we send to customers upon request. All of this information is also posted to our website.

We also emphasize source water protection through our Environmental Grant Program, which is promoted through a bill insert, social media, news release and targeted outreach to environmental groups in our service areas.

2017 Results (evaluation and feedback):

While there is no formal evaluation of these outreach efforts, we analyze web traffic to the water quality reports on the website and also respond to customer inquiries on our social media channels.

Goals for 2018:

The goals are the same for 2018.

How Priority Was Set:

These efforts are mainly driven by customer inquiries and concern about iron, lead and water quality in general.

Description of 2018 Program: (see guidance document regarding program elements to include)

The 2018 program is the same.

Measures to Evaluate the 2018 Program:

No formal measurement process is in place.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

WATER CONSERVATION

New/Continuing Program:

NYAW educates customers about wise water use, particularly in the summer months, through press releases, bill inserts and social media content. We also have leak detection kits and water conservation kits that we mail to customers upon request and bring to public meetings and community events.

2017 Results (evaluation and feedback):

In 2017, when the new conservation rates went into effect, NYAW provided fact sheets, bill inserts, online and social media content to help educate customers about the new rates and provide tips for reducing their water usage. We also provide wise water tips, leak detection information and other helpful conservation tips year-round.

Goals for 2018:

In 2018, our team will execute a more robust communication effort to further educate our customers on conservation rates, the value of conservation, along with energy saving tips and information on new, innovative water conservation products and services. NYAW is also launching a new online customer portal to help customers review their usage over a three-year period and plan actions accordingly. This communications plan will seek to leverage and promote this new tool.

How Priority Was Set:

Our plan is in response to customer confusion about the inclining block rates implemented in Rate Years One and Two to help encourage customers to conserve water.

Description of 2018 Program: (see guidance document regarding program elements to include)

Our Conservation Rates Communication Plan consists of the following:

Tactic	Description
New York American Water Conservation Rate Landing Page	A dedicated New York American Water Conservation Rate landing page found on the NYAW website that provides detailed education materials on updated rate changes, the importance of the Long Island Aquifer and tips on how to conserve and save water. The landing page will also include a link to the new customer usage portal and provide contact information for customers seeking further understanding of their water bills, usage and Long Island's conservation efforts.
Video	Development and production of a short-form, animated video curated to teach NYAW customers about conservation rates, the Long Island Aquifer and how to conserve water and save money.

	The video can be hosted on NYAW's updated landing page and boosted on other digital assets, such as Facebook and Twitter.
Newspaper Ads	Strategically placed print ads to run in local Long Island newspapers designed to educate customers and local stakeholders on conservation rate changes and water conservation efforts.
Conservation Meetings	<p>A series of community engagement and outreach meetings across the SA1 district inviting customers, local stakeholders and elected officials to meet with NYAW staff and technical experts to discuss rate changes, conservation efforts and the Long Island Aquifer protection work.</p> <p>NYAW will work with elected officials, community leaders and other stakeholders to ensure residents are aware of the educational meetings. We also will consider contests with prizes that encourage water conversation.</p>
Mailers	<p>Individual direct mail program sent to all SA1 customers developed to provide overview of and education materials on updated conservation rates, the importance of protecting the Long Island Aquifer and tips on how to conserve water and save money.</p> <p>Although all customers will receive this communication, it will be geared toward older customers that may not see our online education program.</p>
Organic Social Media	<p>Using highly targeted tactics, our communications team will develop and execute a comprehensive social media campaign targeted to our SA1 customers that prompt them to click through ads on Twitter and Facebook that will lead them to the designated New York American Water Conservation Rate landing page found on the NYAW homepage.</p> <p>Our communications team can also provide staff with regular updates on the metrics of the campaign.</p> <p>Examples of the potential designed posts are below.</p>
Enhanced Customer Call Center and Info Email	To field the expanded influx of customer inquiries and questions to the NYAW call center and info email, NYAW will boost the number of specifically trained staff to provide answers to customers regarding their bills, the conservation rate changes, the protection of the Long Island Aquifer and tips on how to conserve water and save money. NYAW will also develop a pre-recorded message for SA1 customers who call the main hotline in order to direct them to our customer service representative as quickly as possible.

Measures to Evaluate the 2018 Program:

We will monitor website traffic and attendance to the conservation meetings, as well as the number of new customer complaints received once the education has been provided,

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

SERVICE INTERRUPTIONS

New/Continuing Program:

Per regulatory requirements.

2017 Results, Evaluation, and Feedback:

We utilized the company's Code Red program to notify customers of service interruptions. In addition, we use social media to provide "real-time" updates to communicate service interruptions. The company website is used to post alerts related to service interruptions. Door hangers and letters are also hand delivered when unexpected service interruptions are experienced.

Goals for 2018:

Continue to find and utilize various means of communication (e.g., Code Red program, electronic, social media, print, post cards, etc.) to reach community during service interruptions.

How Priority Was Set:

Regulatory requirements

Description of 2018 Program: (see guidance document regarding program elements to include)

NYAW is required by the Commission as well as local and state health departments to keep customers informed of service issues and interruptions. In addition, we seek customer feedback during surveys and public meetings.

Measures to Evaluate the 2018 Program:

Data and customer feedback.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

SEASONAL (WINTER/SUMMER) OUTREACH

New/Continuing Program:

NYAW provides customers with hydrant flushing information, summer wise water tips and winter pipe maintenance and other cold weather tips annually through bill inserts, social media posts and press releases sent to local media and posted to the website. We also use paid ads, website content and social media posts to alert customers of the hydrant flushing schedule.

2017 Results, Evaluation, and Feedback:

There is no formal evaluation of this program.

Goals for 2018:

We will continue to provide the same programs, but increased conservation messaging and tactics, outlined earlier in this plan.

How Priority Was Set:

This is part of our commitment to educating customers about the importance of conservation as well as the value of water service.

Description of 2018 Program: (see guidance document regarding program elements to include)

We plan to continue the same program and have also added increased tactics.

Measures to Evaluate the 2018 Program:

There is no formal evaluation of this program.

Provide a List, Copies of Material Distributed and Method of Distribution in Appendix B

2018 Outreach & Education Plan with 2017 Results

INFRASTRUCTURE & SECURITY

This section should include outreach and education programs regarding structural or physical developments, e.g. main replacements, etc. Also include public awareness campaign/materials that focus on recognizing threats to utility systems and how you direct customers on how to report any wrong doing.

New/Continuing Program:

We routinely provide news releases, posts on social media and our website, as well as postcards sent to customers' homes in some instances to educate customers about the infrastructure work we are doing to help ensure reliability and quality. We also create an annual bill insert to summarize the investments we made that year.

We also promote utility imposter awareness to customers using these same channels.

2017 Results (evaluation and feedback):

There was no formal evaluation of this program.

Goals for 2018:

We plan to continue the same program and have also added increased tactics.

How Priority Was Set:

This is part of our commitment to educating customers about the value of water service and the work we do to ensure reliable service.

Description of 2018 Program: (see guidance document regarding program elements to include)
In 2018, we increased communications of our capital investments to customers through US Postal Service Every Door Direct postcards. These oversized postcards that are delivered by postal carriers (at a lower cost than first-class direct mail) provide customers with information about water main and/or service line replacements or other projects happening in their neighborhood, as well as the construction hours, road closures, and any other pertinent info. We also include safety reminders to be cautious when driving or walking near worksites.

We have also increased the use of our Code Red emergency notification system to include calls to customers about hydrant flushing and other planned work.

Measures to Evaluate the 2018 Program:

There is no formal evaluation of this program.

Provide a List and Two Copies of All Material Distributed, and Method of Distribution

2018 Outreach & Education Plan with 2017 Results

FINANCIAL ASSISTANCE

This section should include outreach and education programs regarding bill payment assistance.

New/Continuing Program:

Bill messaging and direct customer interaction and feedback.

2017 Results (evaluation and feedback):

There is no formal evaluation process for this effort.

Goals for 2018:

To continue to educate and communicate available options to our customers who require financial assistance.

How Priority Was Set:

Commission rules, regulations and corporate and industry practice.

Description of 2018 Program: (see guidance document regarding program elements to include)

See Goals for 2018

Measures to Evaluate the 2018 Program:

There is no formal evaluation process for this effort; however we do track the number of customers who request payment plans.

Provide a List and Two Copies of All Material Distributed, and Method of Distribution

2018 Outreach & Education Plan with 2017 Results

METERING

This section should include outreach and education programs regarding metering (e.g., how to read a meter) and AMI programs.

New/Continuing Program:

We do not currently have an education program related to metering, although the use of advanced metering technology is included in the company's fact sheet and new customer materials. As part of the meter change out process, customers are informed about the technology and importance of the meter program.

2017 Results (evaluation and feedback): There is no formal evaluation process for this effort.

Goals for 2018:

Company policy and industry practice.

How Priority Was Set:

Description of 2018 Program: (see guidance document regarding program elements to include)
See "Goals for 2018".

Measures to Evaluate the 2018 Program:

There is no formal evaluation process for this effort.

Provide a List and Two Copies of All Material Distributed, and Method of Distribution

New York American Water Company, Inc. OUTREACH AND EDUCATION PLAN 2018

Section 5

Employee Outreach and Education

2018 Outreach & Education Plan with 2017 Results

CUSTOMER SERVICE EMPLOYEE TRAINING

New/Continuing Program:

- New Hire CSR Employee Training Program - This extensive 10 week program includes classroom instruction and mock and live training. New hires also receive a Call Handling Process Manual that covers everything from training expectations to in-depth billing scenarios.
- There is supplementary training for CSR's who are struggling with the call handling process or those who would like to obtain additional training.
- We provide a Customer Service Communications guide for employees that provide contact information depending on request or issue from the customer.
- Twice a year we hold Training Days, which are full days of training geared towards their job specific duties as well as safety and local office participation.

2017 Results (evaluation and feedback):

- Assessments are given to the employee and the trainer for evaluation and feedback that is used to enhance future training programs.
- Customer advocacy team from New York visited the Alton Call Center for refresher training in July.
- Two training days were held in 2017 providing the CSRs with a total of 12 hours of training. This was in addition to our regular training for new processes and programs that were implemented.

Goals for 2018:

- So far this year we have had one new hire training in Alton and eight in Pensacola. Each month we are starting an additional class in Pensacola to backfill any vacation CSR positions.
- As new processes and programs are rolled out, additional training is provided and this is ongoing throughout the year.
- In May our customer relations team visited New York to review processes, knowledge share and discuss current issues. The team met with office and field personnel.

Description of 2018 Program:

- We currently offer a variety of live, WebEx, as well as online programs to provide education and development to our employees. Such learn classes include, meter reading, credit and collections, call handling, as well as systems training, to name a few.
- There is a complete online library available to employees that includes job aids and other learning tools.

Measures to Evaluate the 2018 Program:

- Assessments are provided to employees for feedback on training programs.
- Evaluation forms are given to the trainers to fill out during the training process.
- Customer surveys are taken to capture feedback on their experience with Customer Service.

Provide a List and Two Copies of All Material Distributed, and Method of Distribution

**New York American Water Company, Inc.
OUTREACH AND EDUCATION PLAN
2018**

**Appendix A
Outreach and Education Events**

2018 Outreach & Education Plan with 2017 Results

UTILITY OUTREACH EVENT SCHEDULE

In an effort to evaluate the previous plan year, please provide a schedule of events attended during 2017. If events are already schedule for 2018, please include those on a separate sheet.

DATE	EVENT	LOCATION (CITY)	SPONSORED BY	TARGET AUDIENCE
February 2017	New Plant Tour	South Hempstead	NYAW	Public Officials, Community
March 2017	North Shore Civic Group	Glen Head	Sea Cliff Civic Association	Civic Group
May 2017	Glen Head Civic Association	Glen Head	Glen Head Civic Association	Civic leaders, NYAW
May 2017	URGENT Program Women's Graduation	Garden City	Nassau Community College	Program targets women and provides classroom instruction, employability workshops, industry fieldtrips and access to hiring managers.
May 2017	Scholarship Program	West Point	NYAW and NAWC New York Chapter	High school seniors in NYAW's service area
June 2017	Meeting with Mayor Quigley	Lake Katrine	Town of Ulster	
June 2017	Kenneth J. Miller Founders' Awards	Philadelphia	Water for People	Carmen Tierno, Keynote Speaker
September 2017	Community Lake and Park Clean up	Baldwin	Senator Todd Kaminsky	Community leaders and residents
October 2017	Long Island Drinking Water Symposium	Bethpage	Long Island Water Conference	Water suppliers
November 2017	Plant Tour	South Hempstead	NYAW	Lego League Team, Elementary School Students
November 2017	Company Food Drive	Merrick	LI Cares	
December 2017	John Theissen's Children's Foundation Toy Drive	Merrick, Hewlett, Sea Cliff	NYAW / John Theissen	

2018 Outreach & Education Plan

UTILITY OUTREACH EVENT SCHEDULE

Events are already scheduled for 2018:

DATE	EVENT	LOCATION (CITY)	SPONSORED BY	TARGET AUDIENCE
January 2018	Plant Tour	South Hempstead	NYAW	Garden City Robotics Club at Stratford Avenue Elementary School
April 2018	Job Fair – NYU Alumni Workshop	New York	New York University	Engineering students
April 2018	Utility Readiness for Gaining Employment for Non-Traditional Role Women's Urgent Program	Merrick	NYAW and Nassau Community College	Program targets women and provides classroom instruction, employability workshops, industry fieldtrips and access to hiring managers.
June 2018	Art Contest	Various Locations	NYAW	Fifth Grade Elementary Students in NYAW service area
June 2018	High School Scholarship Program	West Point	NYAW and New York Chapter NAWC	High School Seniors from NYAW service area
November 2018	Company Food Drive	Merrick	NYAW	
December 2018	Company Toy Drive	Merrick	NYAW	

**New York American Water Company, Inc.
OUTREACH AND EDUCATION PLAN
2018**

**Appendix B
Outreach and Education Materials**



WE KEEP LIFE FLOWING™

New York American Water has been providing high-quality, reliable water and wastewater service to customers statewide for more than 130 years.

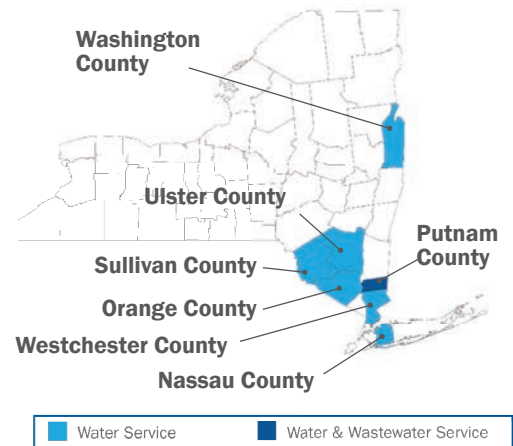


GET TO KNOW US

New York American Water is the largest water service provider in the state, serving approximately 350,000 people in more than 50 communities. Approximately 125 highly-skilled professionals carry out the company's foremost responsibility of providing safe, reliable water and wastewater service to our customers around the clock.

INVESTED IN OUR FACILITIES

Our team of experts continuously monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires investing millions each year in our infrastructure, including treatment plants, tanks, pump stations, pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water. **Statewide, we invested more than \$40 million in 2017 alone to improve the water treatment and pipeline systems.**



CUSTOMER SERVICE

1-877-426-6999

Hours:

M-F, 7 a.m. to 7 p.m.

For emergencies:

We're available 24/7

Customers also have around the clock access to our mobile-friendly, self-service website **My Account** to view and pay their bill online, track water use history, sign up for paperless billing and more. Register today at amwater.com/myaccount.



HIGH-QUALITY WATER SERVICE

We have an exceptional track record when it comes to water quality and drinking water regulatory compliance. Our water quality and treatment plant operators perform thousands of tests every day for about 100 regulated contaminants at our in-house quality control labs. Plus, we have access to American Water's Central Laboratory – one of the most advanced water quality labs in the country.

WE ARE A REGULATED UTILITY

New York American Water must meet stringent guidelines of federal and state agencies, including the U.S. Environmental Protection Agency, Department of Health and the New York Department of Environmental Protection. Our rates are set by the New York Public Service Commission through a process that is transparent and open to public comment.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.



NEW YORK AMERICAN WATER FACTS AT A GLANCE

CUSTOMERS SERVED

More than 125,000 customers (350,000 people) in 50-plus communities located in seven counties:

- **Nassau County:** 124,000+
- **Orange County:** 250+
- **Putnam County:** 450+ (water and wastewater)
- **Sullivan County:** 50+
- **Ulster County:** 200+
- **Washington County:** 500+
- **Westchester County:** 500+

EMPLOYEES

Approximately 125

TREATMENT FACILITIES

14 permanent and three skid-mounted iron removal treatment plants; 43 ground-water production facilities with an average system delivery of 38 million gallons per day

MILES OF PIPELINE

>1,200 miles of water main

STORAGE AND TRANSMISSION

25 water storage tanks with a capacity of 22 million gallons

VALVES

14,000+

FIRE HYDRANTS

8,800



NEW YORK
AMERICAN WATER

STATE-OF-THE-ART CUSTOMER SERVICE TECHNOLOGY

In addition to the advanced technologies used for treating and delivering water to our customers, we also seek new technologies to enhance customer service and improve the efficiency and effectiveness of the way we operate. In addition to My Account, other programs we have put into place that benefit our customers include:

- **Automated Meter Reading:** We utilize automated meter reading equipment in the majority of our system. This technology allows us to read our meters remotely without gaining access to customers' homes. This greatly reduces estimated meter readings, which means more accurate billing.
- **Service First Program:** Laptops are installed in all of our service vehicles. This real-time work system allows information to be communicated to and from our field representatives using wireless technology. Appointments can be added as work is completed, or they can be rescheduled or dispatched to another service person if needed. This technology enables our field representatives to better manage their work load and increase the number of service orders completed.



COMMUNITY PARTNER

Here are just a few ways we take an active part in the communities we serve:

- **Environmental Grant Program:** Provides grants of up to \$10,000 for community-based projects that improve, restore and protect our source water and surrounding watersheds.
- **BE WATER WISE! Art Contest:** Each year, we hold an art contest for fifth-grade students. Learn more at newyorkamwater.com. Under the News & Community drop-down menu, select Community Involvement.
- **Speakers' Bureau and Tours:** We provide presentations on water-related topics for all ages. Or, see the water treatment process first-hand. Arrange for your group to take a tour of one of our iron removal treatment facilities.
- **Volunteer Firefighting Support Grants:** Provides a limited number of grants of up to \$1,000 each to assist volunteer emergency service organizations in our service areas.
- **Scholarship Program:** We offer scholarships in partnership with the New York Chapter of the National Association of Water Companies.

Learn more about our community outreach programs at newyorkamwater.com. Under **News & Community**, select **Community Involvement**.





SPRING INTO PAPERLESS



AMERICAN WATER

WE KEEP LIFE FLOWING™



SIMPLIFY YOUR LIFE

Simply your
billing.

**MORE CONVENIENCE.
LESS CLUTTER.**

PAPERLESS BILLING

We'll email you the amount due and let you know when your bill is available to view online (anytime, anywhere from your mobile phone or computer). It's simple, secure and best of all **FREE!** And, it's one less bill to file.



AUTO PAY Take it one step further and go entirely paperless. Sign up for **Auto Pay** and your payment will be automatically deducted from your checking or savings account on the due date. No stamps required!

Enroll in **Paperless Billing** and **Auto Pay** online through **My Account** by visiting **amwater.com/myaccount**. You can also manage your account, sign up for emergency alerts, track your water use and more.



**SERVICE. ONE MORE WAY
WE KEEP LIFE FLOWING.**



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.



NEW YORK
AMERICAN WATER

WE KEEP LIFE FLOWING™





60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$100,000 IN YOUR NEIGHBORHOOD

Our customers in Atlantic Beach count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 670 feet of aging 6-inch main that was installed in the 1930s with new 8-inch ductile iron main. We'll also be replacing 18 utility-owned service lines.

WHERE: Nassau Avenue (from Park Street to Ocean Boulevard)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about April 30 and will take approximately four weeks to complete. Final street restoration will be completed by Village of Atlantic Beach Road Construction in September.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

04-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$300,000 IN YOUR NEIGHBORHOOD

Our customers in Baldwin count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're transferring service lines from an existing 4-inch main that was installed in 1925 to existing 8- and 12-inch ductile iron mains that were installed in 1987.

WHERE: **Park Avenue** (from Merrick Road to Southard Street); **Central Avenue** (from Clinton Place to Merrick Road); **Clinton Place** (from Harrison Avenue to Central Avenue); and **Southard Street** (from Park Avenue to Grand Avenue)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about April 2 and will take approximately three weeks to complete. Final street restoration to follow after the project is completed.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

03-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$350,000 IN YOUR NEIGHBORHOOD

Our customers in East Rockaway count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 1,200 feet of aging 2- and 6-inch main that was installed in the 1920s with new 8-inch ductile iron main. We'll also be replacing two fire hydrants and 20 utility-owned service lines.

WHERE: East Blvd and West Blvd (from Dewey Street to Cooke Street)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about July 5 and will take approximately six weeks to complete. Final street restoration will be completed once the project is complete.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

**Safety First! Please drive carefully
around work zones.**

Learn more about your water
service at newyorkamwater.com.

06-2018

Local Postal Customer





STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$150,000 IN YOUR NEIGHBORHOOD

Our customers in Hewlett count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 300 feet of aging 2-inch main that was installed in the 1920s with new 8-inch ductile iron main. We'll also be replacing 15 utility-owned service lines.

WHERE: Daub Avenue (starting 300 feet south of William Street, heading south for 300 feet)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about April 19 and will take approximately six weeks to complete. Final street restoration will be completed after the service line work is completed.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

04-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$660,000 IN YOUR NEIGHBORHOOD

Our customers in Malverne count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 3,300 feet of aging 6-inch main that was installed in the 1920s and 1930s with new 8-inch ductile iron main. We'll also be replacing nine fire hydrants and 100 utility-owned service lines.

WHERE: **Broadway** (from Nottingham Road to Eimer Avenue); **Eimer Avenue** (entire length); and **Wagg Avenue** (entire length)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin along Eimer and Wagg Avenues on or about March 27 and along Broadway on or about April 5. Both will take approximately six weeks to complete. Final street restoration will be completed by the Village of Malverne.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

03-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.



NEW YORK
AMERICAN WATER

WE KEEP LIFE FLOWING™





60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$750,000 IN YOUR NEIGHBORHOOD

Our customers in Malverne count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 2,500 feet of aging 6-inch main that was installed in the 1920s with new 8-inch ductile iron main. We'll also be replacing two fire hydrants and 50 utility-owned service lines.

WHERE: **Alden Court** (from Ocean Avenue to Dead End); **Rolling Street** (from Rider Avenue to Alden Court); **N. Cambridge Street** (from Rider Avenue to Alden Court); **Sterling Place** (from Rider Avenue to Alden Court); and **Doris Place** (from Rider Avenue to Alden Court)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about May 3 and will take approximately six weeks to complete. Final street restoration will be completed by Village of Malverne Repaving Municipal Road Project.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

04-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$410,000 IN YOUR NEIGHBORHOOD

Our customers in Malverne count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 2,200 feet of aging 6-inch main that was installed in the 1920s with new 8-inch ductile iron main. We'll also be replacing seven fire hydrants and 50 utility-owned service lines.

WHERE: West Avenue (from Alnwick Road to Franklin Avenue) and **Alnwick Road** (from Bond Avenue to Broadway)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about March 12 and take approximately six weeks to complete. Final street restoration will be completed by the Village of Malverne.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

02-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$250,000 IN YOUR NEIGHBORHOOD

Our customers in Malverne count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 1,200 feet of aging 6-inch main that was installed in the 1920s with new 8-inch ductile iron main. We'll also be replacing two fire hydrants and 30 utility-owned service lines.

WHERE: Nottingham Road (from Ogston Terrace to Hempstead Avenue)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about April 9 and will take approximately six weeks to complete. Final street restoration will be completed by the Village of Malverne.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

03-2018

Local Postal Customer



STRONGER FROM THE GROUND UP.

We're replacing aging water main in your neighborhood.


NEW YORK
AMERICAN WATER
WE KEEP LIFE FLOWING™



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$950,000 IN YOUR NEIGHBORHOOD

Our customers in Roosevelt count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 2,310 feet of aging 4-, 6- and 8-inch main that was installed in the 1920s with new 6-, 12- and 24-inch ductile iron main. We'll also be replacing four fire hydrants and 36 utility-owned service lines.

WHERE: Pennsylvania Avenue (from Henry Street to Whitehouse Avenue), **Henry Street** (from Pennsylvania Avenue to Nassau Road); and **Royal Court** (from Pennsylvania Avenue to the end of the roadway)

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work will begin on or about February 26 and take approximately six weeks to complete. Final street restoration will be completed after the service line work is completed.

QUESTIONS? Call us at 1-877-426-6999, Monday to Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones.

Learn more about your water service at newyorkamwater.com.

02-2018

Local Postal Customer



60 Brooklyn Avenue
Merrick, NY 11566

WE'RE INVESTING \$1.5 MILLION IN YOUR NEIGHBORHOOD

Our customers in Malverne count on us to provide safe, reliable water service. By constantly upgrading our infrastructure, we're planning to keep it that way. Think of it as your water bill at work – right in your own neighborhood.

WHAT: We're replacing 1,200 feet of aging cast iron main that was installed in the 1920s with new ductile iron main.

WHERE: **Hempstead Avenue**, from Norwood Avenue to Johnson Avenue and **Hempstead Avenue**, under LIRR Crossing.

WHY: The pipeline project will improve water service reliability and increase water flows for household use and firefighting.

WHEN: Weather permitting, work is scheduled to begin the week of June 4 and be completed in approximately 7 weeks. Between June 4 to June 8, work hours will be between 8 a.m. to 4 p.m. From June 11 to June 27, work hours will be from 8 p.m. to 4 a.m. Final street restoration will be completed by Nassau County Road Resurfacing Municipal Project.

WHO: New York American Water's qualified contractor, CRJ Contracting Corporation and Perna Finnigan, Inc.

QUESTIONS? Call us at 1-877-426-6999, Monday - Friday, 7 a.m. – 7 p.m.



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

Safety First! Please drive carefully around work zones. Learn more about your water service at www.newyorkamwater.com.

Local Postal Customer



Dear New York American Water Customer,

I wanted to provide you with an update on the company's property tax value assessment issue in our North Shore service area as we take this matter very seriously.

For background, New York American Water had a tax error that led to our customers being overbilled by approximately \$281,000 in total. According to the Public Service Commission's (PSC) calculations, this equates to approximately \$65 per customer.

Because of this error, the PSC initiated an investigation. We took the additional step of hiring an outside firm to conduct our own investigation and transparently shared the results of that effort with the PSC Staff throughout the process.

We are very sorry for this error, we take full responsibility, and we are currently reviewing the report so we can take additional improvement actions. As Staff acknowledged in the report, we self-reported this issue and have been very cooperative with its investigation.

Our goals in dealing with this issue have been to safeguard our customers, be transparent with Staff and the Commission, to vigorously investigate the facts and circumstances and share findings - unfiltered - with all parties. We will be accountable, learn, and improve from this experience. We will continue to work diligently and take the appropriate measures to ensure this matter will not happen again.

Our customers should know:

- We will ensure that every impacted customer is reimbursed for the tax error that led to North Shore customers being charged approximately \$281,000 in total toward our property tax payments.
- Each customer will receive approximately \$65 after Public Service Commission authorization.
- The company did not benefit financially.
- We have addressed the internal employee matters with some employees no longer employed by the company.
- We have established a proactive 3-point plan to enhance financial and reporting controls, engage the community, and educate customers. The plan includes:
 - Ensuring the proper financial and reporting controls and redundancies are enhanced to prevent any issues like this in the future. This includes additional management oversight on regulatory processes and training for staff on our commitment to transparency;
 - Planning a Community Cabinet that promotes transparency, community engagement and trust; and
 - Establishing a hotline and email address where impacted customers can reach New York American Water staff with questions about their bills. North Shore customers should reach out to (516) 632-2222 or infony@amwater.com.

We are committed to rebuilding our relationship with you and all of our customers, the Public Service Commission leaders and staff as well as other appropriate stakeholders. Part of this effort includes a professionally facilitated alignment of core principals including training exercises for key company employees that will ensure the customer is at the top of our mind during every decision; reaffirm our role as a responsible business and steward for the communities in which we operate; and assert the critical importance of transparency centered on our commitment to deliver value to our customers.

We want to continue doing what we do best – proudly delivering clean, safe and reliable water services to our valued customers.

We understand that you may have questions regarding the report, your bill or any actions we are planning to take. If so, please don't hesitate to reach out at (516) 632-2222 or infony@amwater.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Carmen Tierno".

Carmen Tierno
President, New York American Water



NEW YORK

AMERICAN WATER

60 Brooklyn Avenue
Merrick, NY 11566



**SAVE WATER.
SAVE MONEY.**

Using water wisely and saving money are
always in season.



NEW YORK
AMERICAN WATER

WE KEEP LIFE FLOWING™

CONSERVING WATER INDOORS

Recently, we provided you with tips on using water wisely outdoors. Now, we'd like to share some tips on simple ways to conserve water indoors. Saving water is good for the environment, and it can save you money!

FIRST THING'S FIRST: CHECK & FIX LEAKS

Small household leaks can add up to gallons of water lost every day. Not fixing a leaky toilet or faucet is like throwing money down the drain. Check your plumbing fixtures and irrigation systems periodically for leaks. And, if you find any, fix them!

HOW TO CHECK FOR TOILET LEAKS

Leaky toilets can easily go unnoticed. Here's a simple way to check if your toilet is leaking:

- Remove the lid from your toilet tank, and drop a small amount of food coloring into the tank.
- Wait 10-20 minutes. If food coloring appears in the bowl, repairs may need to be made or the flapper valve adjusted. If you hear water running, it may mean that water is running over the overflow tube in the tank. This too should be fixed.

IN THE BATHROOM

- Install water-saving showerheads and shorten your shower time to five minutes.
- Turn off the water while shaving or brushing your teeth.

IN THE KITCHEN

- Rinse produce in a basin instead of under running water.
- Run only full loads in your dishwasher.
- Before washing dishes by hand or in the dishwasher, scrape them; don't rinse first.
- Keep a pitcher of drinking water in the fridge instead of letting the tap run until the water is cool.

IN THE LAUNDRY ROOM

- Wash only full loads of laundry or use the appropriate load size selection.
- Look for appliances load size adjustments. They are more water and energy efficient than older appliances. EnergyStar™ rated washers use less water and less energy per load. This saves you money on both your water and energy bills.



Although New York receives ample rainfall, there is considerable demand on the state's water resources. With a high population density and increasing water use, conserving potable water outdoors can make a difference in protecting the availability of our most precious resource — water.

There are many ways to reduce outdoor water use, including:

- Watching when and how much you water
- Planting drought-tolerant or native plants
- Using smart irrigation technology
- Using stone and mulch for attractive and water conserving landscape features

Take a look at the tips in this brochure, choose which ones work for you, and start saving water (and money) today!

Did you know?

Nationwide, approximately 7 billion gallons of water are used a day for outdoor water use. An EPA study found that 50 percent of that water is wasted, and not needed to maintain a healthy landscape.

New York American Water is a proud member of the US EPA's WaterSense Program. We are committed to conserving our most precious natural resource – water, so it is available to meet the needs of future generations.



newyorkamwater.com



WATER-WISE IRRIGATION SYSTEM FEATURES WORTH CONSIDERING

- **Smart controllers** automatically adjust the irrigation schedule based on weather conditions. If you haven't already, **install a smart controller on your system.** The money you save on water will pay for the controller.
- **Drip irrigation systems** apply water directly to the plant's root zone thus eliminating water loss to evaporation. It is the most efficient way to water plants beds.
- **Rain sensors** automatically shut off sprinkler system when it rains. **Tip:** If your system has a rain sensor, test it periodically to make sure it's working. Most rain sensors have a small spindle on their top. Turn on a sprinkler zone and depress the spindle. The sprinklers should go off. If not, call a Certified Irrigation Professional to have the sensor checked.
- **Seasonal Adjust or Water Budget features on irrigation controllers** allow you to adjust the watering schedule by a percentage. **Tip:** Lower the percentage in cool weather and increase the percentage in hot, dry weather.

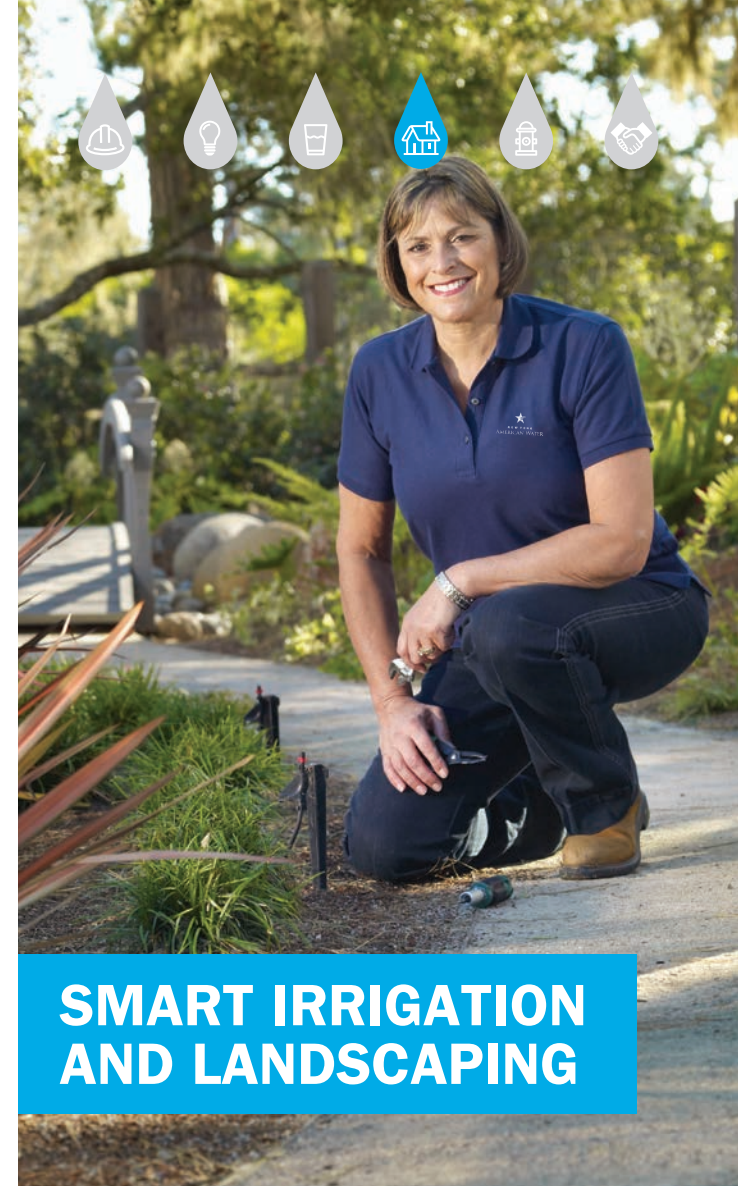
LEARN MORE

- **Rutgers Cooperative Extension & Research:** njaes.rutgers.edu. **For a copy of Rutgers' Best Management Practices for Watering Lawns:** njaes.rutgers.edu/pubs/publication.asp?pid=FS555
- **Irrigation Association of New York:** www.iany.org/consumer_tips.html
- **New York American Water:** newyorkamwater.com

PROJECT PARTNERS



WA775i



SMART IRRIGATION AND LANDSCAPING

See inside for tips on how you can conserve water and keep your lawn looking great at the same time!





START WITH A PLAN

- 1 Test the land:** Evaluate the conditions of your site to determine the most compatible plants. Consider amending the soil with organic material to aid in holding moisture.
- 2 Choose drought-resistant plants:** This will decrease the amount of water needed to sustain them.
- 3 Use native plants:** Plants native to the local conditions have the benefit of being able to thrive within them. And, they often require less maintenance and water.

Landscape Design: If you're undertaking large scale outdoor renovations, it's worth checking with a landscaper or local garden center to see if there are other elements that can be incorporated into your landscape design that will help cut down on watering. This can include proper use of ground covers or installing water-saving features designed to capture and/or reduce water runoff, such as rain gardens or bio-swales.

Planting Tip: Group plants with similar water requirements together. Avoid planting a "thirsty" plant with plants that require little water.

WATER-WISE LAWN MAINTENANCE

There are many water-saving measures you can take in caring for your lawn and landscaping. **NOTE:** These are general guidelines. Please work with your local landscaping and irrigation experts for tips that are tailored to meet your needs.

Proper Watering Techniques

- Water late in the day or early in the morning when the sun is low and evaporation will be at a minimum.
- No need to water every day. Depending on the weather or type of plants/turf, you may find that you only need to water once or twice per week. Once you know the amount of water required, choose the day(s) you water using this guideline. If your street address begins with an even number, water on even days of the month. Likewise, street addresses starting with odd numbers should water on odd days of the month. It helps protect the water supply, if all customers are not watering on the same days.



- Don't over water. Check the root zone. When water has penetrated 4 to 6 inches in lawn areas, stop watering. Water again when the soil has dried out.
- Collect rainwater in a rain barrel to water outdoor plants.

Landscaping Maintenance Techniques

- Mulch plant beds to reduce weeds and preserve moisture. **NOTE:** over mulching can stress plants. Only two to three inches are needed.
- Mow lawns at a height of 2.5 to 3.5 inches depending on the time of year. Mowing at a height of less than 2 inches could result in the grass being less drought- and heat-tolerant and more prone to insect, disease and weed problems.
- Unless otherwise directed, prune in the early spring or late fall; not in the heat of summer.

Did you know? No need to water every day. Instead, water as needed. Less frequent watering results in a healthier lawn and landscape.

SMART IRRIGATION TECHNIQUES

Have an automatic irrigation system? Here are some ways to conserve water.

- Adjust your irrigation controller frequently. If you have to adjust your thermostat, chances are, you should adjust your irrigation controller.
- If the weather forecast calls for rain, turn your irrigation system off ahead of time.
- Install a rain sensor if your system doesn't have one.
- Don't over water. Different types of sprinklers apply water at different rates. For example, for a rotary sprinkler head, you may only need to water 45 minutes per zone in the summer, and less at other times of the year. If watering the same area with a mist or spray head, you may only need to water 15 minutes per zone in the summer.
- Reduce run times accordingly for shady or low areas that may require less water.
- Check your system! Do a "walkthrough" of your landscaped areas, and check your system for pipe breaks or leaks.
- Check sprinkler heads to make sure they're not watering paved or unwanted areas.
- Have your system checked by a Certified Irrigation Professional and ask what improvements can be made to improve your irrigation system's efficiency.



Rotary Sprinkler Head



Spray Head



BE WATER WISE! ART CONTEST

DEAR FIFTH-GRADE TEACHER

You are invited to enter your students in New York American Water's BE WATER WISE! Art Contest. Open to fifth-grade students in schools served by New York American Water—and to individual students who live in the company's service area—the contest encourages students to draw on their artistic talents to convey the importance of using water wisely.

By participating, students will not only learn about the value of our precious water resources, but they also have the chance to win great prizes and earn positive recognition for their school!

Sincerely,

Carmen Tierno
President
New York American Water

DEADLINE FOR ENTRIES

Entries must be received by New York American Water by April 13, 2018.



COMMUNITY.
ONE MORE WAY
WE KEEP
LIFE FLOWING.

To our students: this is your opportunity to creatively express the importance of protecting and conserving our most valuable natural resource – water. We also want to know what your thoughts are about our water supply and why it's important to you.

CONTEST RULES AND GUIDELINES

ELIGIBILITY: The contest is open to fifth-grade students in schools served by New York American Water. The contest can serve as a classroom project, and individual submissions from students who live within the company's service territory are also welcomed.

THEME: Entries should reflect the theme of water conservation. This includes, but is not limited to, topics related to importance of saving water, ways we can conserve, as well as the importance of protecting our drinking water supply.

ARTWORK: All artwork must be the student's original work. Artwork, on standard white 8.5" X 11" paper is preferred, and should not exceed 11" x 17" in size. Acceptable media are paint (water colors or oil), colored pencil, markers or pastels.

ENTRY FORM: Entry forms must be completed and signed by the student's legal guardian. Be sure to submit one copy of the completed entry form for each entry. The form should be securely attached to the back of the student's piece of artwork. Do not attach these forms with paper clips or staples, which can damage the artwork.

MAILING: Entries must be mailed flat or rolled in a tube - no folding, please! If mailing flat, please be sure to use cardboard or a similar material to protect artwork during mailing.

RIGHTS TO ARTWORK: Submissions become property of New York American Water. Through submission of artwork, contestants and their legal guardians grant non-exclusive reproduction and publication rights to the works submitted, which will not be returned.

DEADLINE TO APPLY: All entries must be postmarked by April 13, 2018. We are not responsible for entries that are late or lost in the mail. Please mail to: New York American Water, 60 Brooklyn Avenue, Merrick, NY 11566. ATTN: BE WATER WISE! Art Contest

JUDGING: Entries will be judged in May. The judges will consider creative vision, artistic talent, an understanding of value of water and an ability to communicate that message. Winners will be announced in May. New York American Water reserves the right to not award a winner if no entry merits such designation.

PRIZES: Three winners will be selected from New York American Water's service area.

1st Place	\$100 American Express gift card
2nd Place	\$50 American Express gift card
3rd Place	\$25 American Express gift card
All Entrants	BE WATER WISE! water bottle and certificate of recognition

FOR MORE INFORMATION

Contact Rose Simpson at 516-632-2208 or rose.simpson@amwater.com.

ENTRY FORM



Parent or Guardian Signature (required) _____

[illegible]



NEW YORK
AMERICAN WATER

WE KEEP LIFE FLOWING™

We continually look for better ways to serve our customers — our aim is to make it easier for customers to do business with us.

From multiple payment options to paperless billing to managing your account online or using our new voice activated customer service system, it's your choice.

And, of course, we're here if you need us.



CUSTOMER SERVICE
1-877-426-6999

Hours: 7 a.m.–7 p.m., M-F;
For emergencies,
we're available 24/7.

My Account:
amwater.com/myaccount

01-2018



CUSTOMER SERVICE YOUR WAY

We know our customers want options. That's why we're continually improving and expanding our offerings and the ways our customers can reach us to take care of business. It's customer service your way!

There are three main ways to reach us. Your choice:

- **Phone:** Call us, and talk to a customer service rep.
- **Phone:** Call us, but no need to wait for a live customer service rep. Our new, advanced voice activated system can handle our most frequently asked customer service requests (be sure to have your account number handy before you call)
- **Online:** Sign up for My Account (amwater.com/myaccount), our online tool that allows you to manage your account. (be sure to have your account number handy)

HANDLE BUSINESS, YOUR WAY

	Talk to a Live Customer Service Rep	Voice Activated System	My Account Online
Obtain Account Information (account balance, due date, last payment made)	X	X	X
View Your Bill			X
Pay Your Bill	X*	X	X
Enroll/Unenroll in Auto Pay	X	X	X
Enroll/Unenroll in Paperless Billing		X	X
Turn Water On/Off for Move Ins/Outs	X	X (partial for turn on)	X (residential customers only)
Turn Water On if Closed for Non-payment	X	X	X
Update Contact Information	X		X
Choose Notification Method(s) for Water Emergencies (phone, text, email)	X		X
Report a Water Emergency (24/7)	X		
Obtain Water Use History (up to two years)	X		X

* Our call center rep can patch you through to our payment partner, Paymentus, which charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee: There is no charge to pay by e-check through My Account at amwater.com/myaccount.



SERVICE. ONE MORE WAY WE KEEP LIFE FLOWING.

BILLING YOUR WAY

Want to reduce paper clutter?

You have the option of receiving your bill electronically.

Sign up for Paperless Billing today!

We'll email you when your bill is available to be viewed online along with any materials that you would have received with your paper bill. To enroll, log on to our self-service website, **My Account** at amwater.com/myaccount.

Take it one step further and go entirely paperless by signing up for our Auto Pay program.

More details on the right!

NOT REGISTERED for MY ACCOUNT?

It's simple. Log on to amwater.com/myaccount. Be sure to have your 16-digit account number handy.



NEW YORK
AMERICAN WATER

PAY YOUR WAY: CHOOSE FROM FIVE CONVENIENT PAYMENT OPTIONS

PAY AUTOMATICALLY (NO STAMPS REQUIRED)



Save time and postage by enrolling in our recurring Auto Pay program, and your bill will be paid automatically on time, every time directly from your checking or savings account on the date it is due. No stamps required. No checks to write. And, it's free! To enroll, log on to My Account at amwater.com/myaccount or contact our customer service center.

PAY YOUR BILL ONLINE



Visit www.amwater.com/billpay. Be sure to have your 16-digit account number handy. Note: Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee: There is no charge to pay by e-check through My Account at amwater.com/myaccount.

PAY BY MAIL



Mail to New York American Water, P.O. Box 371332, Pittsburgh, PA 15250-7332. No cash, staples or paper clips, please.

PAY BY PHONE



24/7 at 1-855-748-6066. Have your account number handy. Note: Our payment partner, Paymentus, charges \$1.95 per transaction. **Avoid the transaction fee:** There is no charge to pay by e-check through **My Account** at amwater.com/myaccount.

PAY IN PERSON



For a listing of authorized payment locations, call or visit us online at www.newyorkamwater.com. Under **Customer Service & Billing**, select **Payment Locations**.

HOW SHOULD WE REACH YOU IN AN EMERGENCY?

New York American Water uses a high-speed mass-notification system called "CodeRED" to keep customers informed about water-related emergencies and alerts. Log on to our online self-service portal (amwater.com/myaccount) to make sure your contact information is up-to-date under my web account. While you're there, tell us how you prefer to receive our notifications: by phone, text and/or email.*

**Standard text, data and phone rates may apply.*

newyorkamwater.com

HOW TO READ YOUR BILL

Customers of Sea Cliff, Glen Head, Glenwood Landing, Old Brookville, Roslyn Harbor and Glen Cove



Your bill is designed to provide the information you need to know about your account. The below is provided to help you understand the charges on your water bill. Learn more about your current rates at newyorkamwater.com. Under Customer Service & Billing, select "Your Water Rates."

1 Customer Account Information

- **Account Number:** When calling our call center, it's helpful to have your account number handy.
- **Due Date and Total Due:** Includes current and any past due amounts, and when it is due.
- **If Paid After Due Date:** Be sure to pay by the due date to avoid late payment charges. Any portion of the water charges not paid by the due date is subject to a 1.5 percent penalty.

2 Billing Period and Meter Readings

- **Billing Date:** Date the bill was mailed.
- **Billing Period:** Period water was used and is being billed for.
- **Next reading on/about:** Estimate of when the next meter reading will take place.
- **Customer Type:** How the property being served is classified (residential, commercial, industrial, etc.).
- **Meter Chart:** Meter identification number and size, as well as the meter reading for the current and previous billing period. We also specify if the reading was an actual read or if it was estimated. This section also identifies how your meter is read and how you are billed. Some customers' meters are read in cubic feet. We convert the usage to gallons and bill all customers in 100 gallon increments to make it easier to understand.

- **Total Water Used and Water Usage Graph:** Amount of water used during the billing period, compared to the same billing period the previous year. The graph has temporarily been suppressed, since we transitioned to monthly billing. Once we have 12 months of usage data, the graph will appear again on your bill and visually show water usage over the last 12 months. For water use data, log on to My Account.


3 Current Water Service

- **Water Service Charge:** Based on the size of the water meter, this fixed charge represents operating and capital costs related to meters and services, meter reading, billing and collections.
- **Water Usage Charge:** This is based on the amount of water used during the billing

period. It represents the cost related to operating and maintaining source of supply, pumping, treatment and transmission, distribution facilities and associated base level property taxes, as well as the capital costs associated with these facilities.

4 Other Charges

- **Incremental Property Tax Surch:** This is a usage-based charge imposed by the PSC to recover current property tax charges that are incremental to the average or base level included in the company's Current Water Service charges. This charge is applied as a volumetric rate of \$0.3624 per 100 gallons for water service customers effective January 1, 2018.



PO Box 371332, Pittsburgh PA 15250-7332

For Service To: 123 YOUR STREET

☐ Check this box for address changes and note new address on back.

FIRSTNAME LASTNAME
123 YOUR STREET
SEA CLIFF, NY 11579

00010389999999999999000000000012345678

Account Number	1038-9999999999999
Due Date	July 31, 2018
Total Due	\$129.01
If Paid After Due Date	\$130.97 after 7/31/18

Amount Enclosed \$

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

1

Please tear along the dotted line and return this portion with your payment.

2 BILLING PERIOD AND METER READINGS

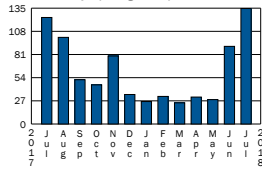
- Billing date: July 9, 2018
- Due Date: **July 31, 2018**
- Billing period: Jun 07 to Jul 06 (30 Days)
- Next reading on or about: Aug 06, 2018
- Customer Type: Residential

Meter No.	36195620
Size of meter	5/8"
Current Read	7,784 (Actual)
Previous Read	7,604 (Actual)
Total water used this billing period	180 units (13,464 gallons)

Total Water Use Comparison (in 100 gallons)

- Current billing period 2018: 134.64 CGL
- Same billing period 2017: 124.16 CGL

Billed Use Graph (100 gallons)



3 BILLING SUMMARY

For Service To: 123 YOUR STREET
For Account: 1038-9999999999999

Prior Balance

- Balance from last bill: 85.21
- Payments as of Jun21, Thank you! -85.21

Balance Forward: 0.00

4 Current Water Service

- Water Service Charge: 12.50
- Water Usage Charge: 5.49 (\$0.18300000 x 30.00)
- Water Usage Charge: 14.66 (\$0.48870000 x 30.00)
- Water Usage Charge: 46.28 (\$0.62000000 x 74.64)

5 Total Water Service Related Charges: 78.93

Other Charges

- Incremental Property Tax Surch: 48.79

Total Other Charges: 48.79

Taxes

- Gross Receipts Tax: 1.29
- Total Taxes: 1.29

TOTAL CURRENT CHARGES: 129.01

TOTAL AMOUNT DUE: \$129.01

Important messages from New York American Water

• ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/seacliff.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 877-426-6999.

Note: This is a sample bill for display purposes only. The rates that appear on your bill are those approved by the NY State Public Service Commission.

Customer Service: M-F 7am to 7pm

Emergency: 24/7

1-877-426-4999

www.newyorkamwater.com

5 Taxes

This section includes taxes, fees and other charges that are passed through to a tax or assessing entity.

- **Gross Receipts Tax:** This is a pass-through fee imposed by incorporated villages in Nassau County, levied on the charges billed by the company to customers within those villages.

Questions? Contact our customer service center at 1-877-426-4999, Monday-Friday, 7 a.m. to 7 p.m.

SAMPLE BILL



**NEW YORK
AMERICAN WATER**

PO Box 371332, Pittsburgh PA 15250-7332

For Service To: 123 YOUR STREET

☐ Check this box for address changes and
note new address on back.

000103899999999999990000000000012345678

Account Number	1038-999999999999
Due Date	July 31, 2018
Total Due	\$129.01
If Paid After Due Date	\$130.97 after 7/31/18

1

Amount Enclosed \$

FIRSTNAME LASTNAME
123 YOUR STREET
SEA CLIFF, NY 11579

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



Please tear along the dotted line and return this portion with your payment.

2

BILLING PERIOD AND METER READINGS

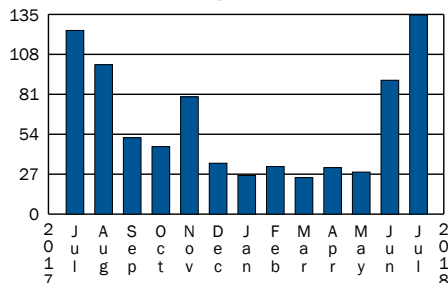
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- Current billing period 2018: 134.64 CGL
- Same billing period 2017: 124.16 CGL

Billed Use Graph (100 gallons)



3

BILLING SUMMARY

For Service To: 123 YOUR STREET
For Account 1038-999999999999

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- Payments as of Jun21. Thank you! -85.21

Balance Forward 0.00

Current Water Service

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- Water Usage Charge (\$0.18300000 x 30.00) 5.49
- (\$0.48870000 x 30.00) 14.66
- (\$0.62000000 x 74.64) 46.28

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Other Charges

- Incremental Property Tax Surch 48.79
- Total Other Charges 48.79**

Taxes

- Gross Receipts Tax 1.29
- Total Taxes 1.29**

TOTAL CURRENT CHARGES 129.01

TOTAL AMOUNT DUE



\$129.01

Important messages from New York American Water

- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/seacliff.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 877-426-6999.

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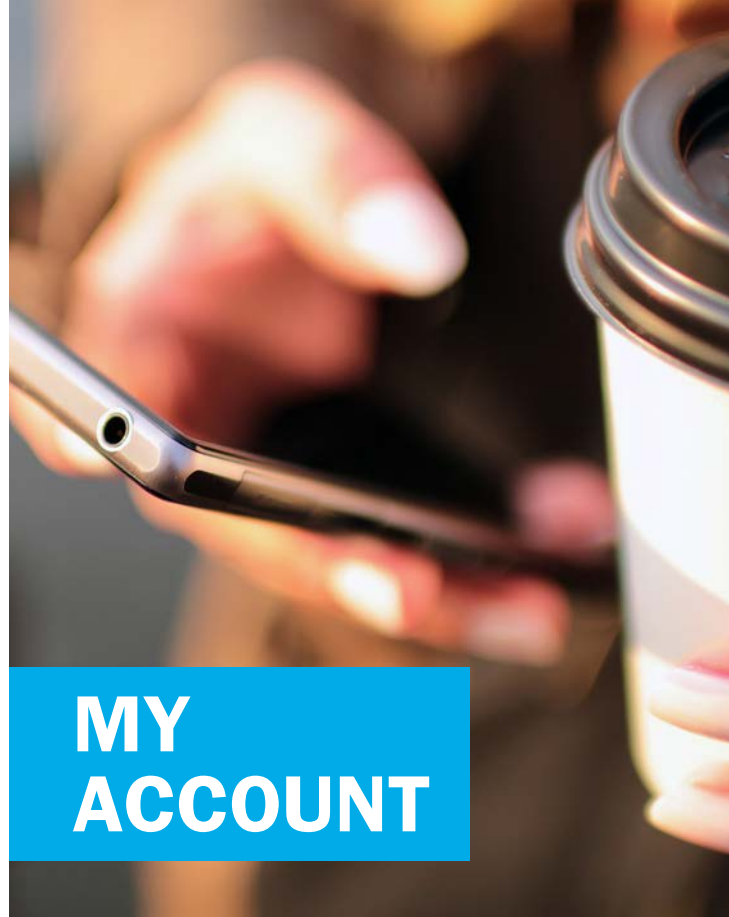
NOT REGISTERED?

(It's 3 easy steps and takes only minutes!)

STEP 1: Visit **amwater.com/myaccount** and click on Register.

STEP 2: Fill out the registration form and submit it.

STEP 3: Check your e-mail for a confirmation registration e-mail from My Account (Customer_Service@amwater.com). You must click on the link provided within the e-mail. If you do not see the registration e-mail, please check your spam/trash folder.



MY ACCOUNT



LIKE US

www.facebook.com/nyamwater



FOLLOW US

www.twitter.com/nyamwater



**NEW YORK
AMERICAN WATER**

newyorkamwater.com

**Manage your account from
the comforts of your home
(or really anywhere).**



**NEW YORK
AMERICAN WATER**

WE KEEP LIFE FLOWING™



ALL THIS...
(in your pajamas!)

AROUND-THE-CLOCK CUSTOMER SERVICE AT YOUR FINGERTIPS

Managing your account online is simple with our mobile-friendly, self-service website, **My Account**. Here are just a few things you can do.

View and pay your bill

Log on and check your account balance, or view a copy of your current or past bills. While you're there, you can pay your bill online. There is no charge to pay by e-check through My Account.

Sign up for Paperless Billing and Auto Pay

Sign up for **Paperless Billing**, and you'll never have to sort and file a paper bill again. We'll notify you by e-mail when your bill (and any materials you would have received with your paper bill) is available to view online. It's simple, secure, and—best of all—free!

Enroll in **Auto Pay**, and your bill will be paid on time, every time, directly from your checking or savings account on the date it is due. No stamps required!

Turning water service on/off

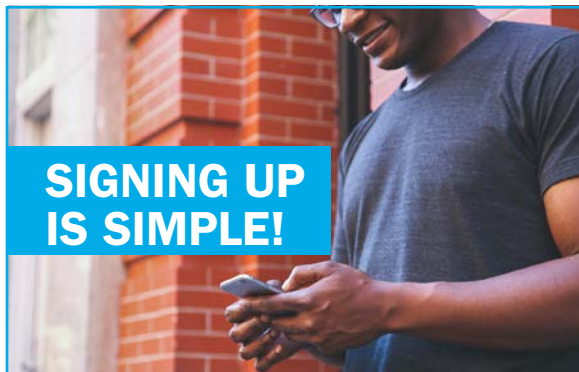
New residential customers that want to activate water service can set up the appointment to have their water service turned on. Likewise, residential customers who are moving out can arrange to have the water service turned off.

Update your contact information

You can update your contact information, including your phone number and e-mail, so we know how to reach you if needed in an emergency.

Choose how you'd like to receive emergency/nonurgent notifications

We use a high-speed mass notification system to keep customers informed about water-related emergencies and certain nonurgent notifications. On My Account, you can tell us how you prefer to receive these alerts (by phone, text and phone, and e-mail).*



**SIGNING UP
IS SIMPLE!**

Enrolling in My Account is easy.

All you need is the address where you receive service and your account number (located on your bill). And, if you have service at more than one property, you only need one **My Account** account to manage them all.

Why wait? Log on to My Account and start managing your account online at **www.amwater.com/myaccount**.



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**Standard text, data and phone rates may apply.*

We're launching a new program to help local fire departments and emergency response units purchase emergency gear, life-saving equipment, training materials and essential firefighting apparatus.



FIREFIGHTER & EMT SUPPORT GRANTS

New York American Water is proud to partner with the men and women who volunteer for and support our local firefighters and emergency responders. Thank you for your hard work, dedication and invaluable service to provide fire protection to our communities. **To show our appreciation, New York American Water created the Volunteer Firefighter and Emergency Responder grant program to benefit local fire departments.**

FIREFIGHTER AND EMERGENCY RESPONDER GRANTS

New York American Water Volunteer Firefighter and Emergency Responder grants provide financial assistance to fire and emergency organizations serving communities in the company's designated service areas. Grants are awarded to cover the costs associated with purchasing personal protective gear, communications equipment, firefighting/emergency responder tools, water handling equipment, training and related activities/materials used to support community fire protection. Reimbursement for specific fire training classes, including the cost of training manuals and student workbooks, is eligible.

Individuals are not eligible to receive grants. Only uniformed volunteer fire departments serving New York American Water's service territory are eligible to receive funding. Regional or county-wide applications are encouraged to maximize the number of fire and emergency organizations that would benefit from the grants. The maximum grant amount is \$1,000.

DEADLINE TO APPLY: APRIL 6, 2018

Applications must be received via email, fax or mail by April 6, 2018.

- **Mail:** Richard Kern, New York American Water, 60 Brooklyn Avenue, Merrick, NY 11566
- **Email:** richard.kern@amwater.com

All applicants will be notified if their application is approved and the amount of funding.

FOR MORE INFORMATION

Contact Richard Kern at 516-632-2218 or richard.kern@amwater.com.

newyorkamwater.com

Volunteer Firefighter and Emergency Responder Grant Program

APPLICATION



Name of Organization _____

Physical Address _____ City _____ State _____ Zip _____

Mailing Address _____ City _____ State _____ Zip _____

County _____

Contact Name _____ Title _____

Phone: (_____) _____ Email _____

Are you part of New York American Water's Service Area? ☐ Yes ☐ No

For use by New York American Water only: ☐ Lynbrook ☐ Merrick ☐ Sea Cliff ☐ Upstate

Have you previously received this grant? ☐ No ☐ Yes. What year(s)? _____

Brief summary of organization and coverage area

What item(s) or equipment would the grant be used for?

Description of how these item(s) would benefit your organization.

Estimated cost(s) and budget information. Please attach a manufacturer cut sheet or quote. **NOT TO EXCEED \$1,000**

Have you identified sources of additional funding? ☐ Yes ☐ No

If yes, please describe _____

Please attach any other pertinent information.

SUBMIT YOUR APPLICATION BY:

Mail: Richard Kern, New York American Water, 60 Brooklyn Avenue, Merrick, NY 11566

Email: richard.kern@amwater.com

**Water sustains and supports all life on earth.
With an American Water Environmental Grant,
your community or community-based
organization can lend the water supply or
watershed a helping hand by working
to improve, restore or protect it.**



AMERICAN WATER

www.amwater.com



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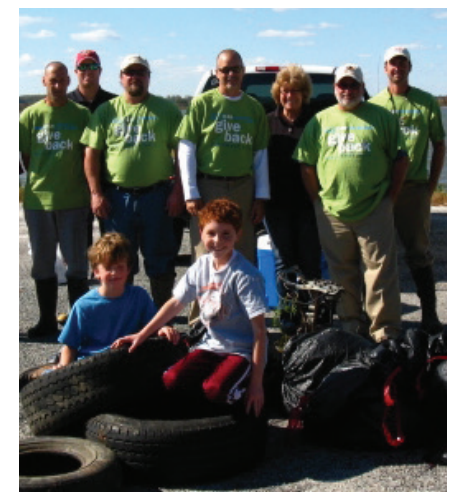
ENVIRONMENTAL GRANT PROGRAM

American Water's environmental grants support innovative, community-based environmental projects that improve, restore and/or protect watersheds and community water supplies through partnerships.

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 an estimated 15 million people in 47 states and Ontario, Canada. Because of the role we play in delivering a precious natural resource that is so vital to life, we understand the importance of protecting our nation's rivers and watersheds.

Surface water (rivers, lakes and streams) is the source of 60 percent of our nation's drinking water, with the remainder supplied by groundwater sources. Our rivers and groundwater support public health and economic development, and also help to sustain the environment and wildlife. For example, our wetlands provide a valuable habitat for wildlife, naturally cleanse and filter water, and help reduce flooding.

Every individual and community has the ability to positively impact our source water and watersheds, and opportunities exist to improve, restore and protect these valuable natural resources. American Water's Environmental Grant Program will help to improve the sustainability of our water resources.



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DEADLINES

MARCH 26, 2018

Application deadline.
Applications will be judged by local state subsidiaries.

APRIL 18, 2018

Projects will be evaluated, selected and all applicants will be notified.

DECEMBER 14, 2018

Grant recipient's report on project results due to American Water.

FOR MORE INFORMATION

Please contact your local coordinator or visit us at www.amwater.com



* A watershed is the land that water flows across or under on its way to a stream, river or lake.



ELIGIBILITY CRITERIA

Project activities and outcomes should address a watershed or source water protection* need in the local community within American Water service areas. **Source water protection projects** are activities that result in the protection or improvement of the community's public drinking water supplies. **Watershed protection projects** should focus on activities that improve, restore or protect one or more watersheds.

ELIGIBLE PROJECTS MUST MEET THE FOLLOWING CRITERIA *

- be completed between May 1, 2018 and November 30, 2018
- be a new or innovative program for the community, or serve as a significant expansion to an existing program
- be carried out by a formal or informal partnership between two or more organizations
- provide evidence of sustainability (continue existence after the American Water grant monies are utilized)
- **be located within an American Water service area.**

EXAMPLES OF ACTIVITIES

- Watershed Cleanup
- Reforestation Efforts
- Biodiversity Projects (habitat restoration, wildlife protection)
- Streamside Buffer Restoration Projects
- Wellhead Protection Initiatives
- Hazardous Waste Collection Efforts
- Surface or Groundwater Protection Education (i.e., designing and providing workshops for citizens and local officials)

PROJECTS THAT DO NOT QUALIFY

Pipeline or main extension projects, land or major equipment acquisition, entertainment, food/beverages, lobbying (attempting to influence local, state or national legislation), interest payments or personal articles, such as clothing. Grant money cannot be used for salaries, wages or personal compensation.

GRANT SELECTION CRITERIA

- Clarity of project goals and projected impact.
- Innovation and strength of project design.
- Nature and strength of collaboration with other community and/or municipal organizations.
- Likelihood of project's sustainability after the American Water funding ends.
- Evidence of community engagement.
- Plan for assessing the project's impact and capacity to measure project outcomes.
- Assessment of budget as reasonable and cost-efficient.
- Maximum grant amount: \$10,000.

WHAT YOUR APPLICATION MUST INCLUDE

Applications must include the following:

1. GRANT COVER PAGE

Please use the Grant Application Cover Page provided as your cover sheet. For the project description, summarize the project's expected (measurable) outcomes in no more than two or three sentences.

2. PROJECT DESCRIPTION

Your project description (not to exceed four pages, typed in 12-point font) should include:

Project Need and Objectives

- Description of the issue the project will address, including the target population and number of people that would benefit
- Specific objectives and measurable outcomes anticipated
- Timetable, including major milestones, tasks and anticipated completion dates

Community Involvement

- List of partnering organizations and summary of their involvement/contributions to the project. NOTE: There must be at least two partners involved (including the lead organization applying). Examples of partners could be municipalities, local environmental groups, conservation districts and schools.
- Plans to engage the community in the project

Sustainability

- Anticipated long-term benefits from the program beyond the time of the grant
- Description of how the project will provide environmental sustainability
- Strategies for long-term funding and future viability

3. BUDGET SUMMARY

Complete the Budget Summary Worksheet (provided). Be as specific as possible about anticipated costs. Grant awards will

4. SUPPORTING MATERIALS

Please attach the following, if applicable.

- List of American Water employees that serve on your organization's Board of Directors
- Annual reports, media kits, brochures, photos, press releases, news clippings, etc. that reference your project

PROJECT EVALUATION AND MONITORING

All applicants are expected to include specific, measurable goals for projects in their proposals. At the conclusion of the grant project, the lead organization must provide a written report on the project results/impact. This report shall be submitted **no later than December 14, 2018**. The reports need to be signed by the chief officer from the lead organization. In addition to the narrative, project reports should include:

- Collateral or promotional materials produced for the project, including publications, brochures, videos or other public educational materials
- A financial report at the conclusion of the project
- Copies of articles and media clippings written about the grant project
- Before-and-after photos, if possible

All grant monies are made possible and are fully funded by American Water's state subsidiaries. American Water is proud to administer this program on their behalf.

HOW TO APPLY

Proposals should be postmarked by Monday, March 26, 2018 and mailed or emailed to your local coordinator referenced in the cover letter accompanying this brochure.

GRANT PAYMENT PROCESS

- Maximum grant amount: \$10,000.
- A payment schedule will be agreed upon with grant recipient.
- Ten percent (10%) of the total grant amount may be retained until the final report has been submitted and accepted by American Water.
- A financial report will also be required at the conclusion of the project.



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ENVIRONMENTAL GRANT PROGRAM APPLICATION COVER PAGE

(Please attach to front of proposal)

Projects spanning time period May 1, 2018 through November 30, 2018

Project and Applicant Information

Lead Organization _____

Organization type (check one): ☐ Municipality ☐ Non-profit [501(c)(3)] ☐ School
☐ Other (please specify) _____

Project Title (10 words or less) _____

Check appropriate category: ☐ Watershed Protection ☐ Project Source Water Protection Project

Project description: (Brief, two to three sentence summary of project's expected, measurable outcomes.)

Amount of Funding Requested:
(Maximum grant amount: \$10,000)

\$

If accepted, please name the organization to whom payment should be made: _____

Project Leader _____

Address _____

City _____

State _____ Zip _____

Phone _____

E-mail _____

Website _____

Partners (Organization name only):

Name of watershed/ stream/ river on which project focuses _____

Geographic location of waters (municipalities and counties) _____

Population _____



ENVIRONMENTAL GRANT PROGRAM BUDGET SUMMARY

(Please attach to front of proposal)

Projects spanning time period May 1, 2018 through November 30, 2018

Budget Summary

Project Title _____

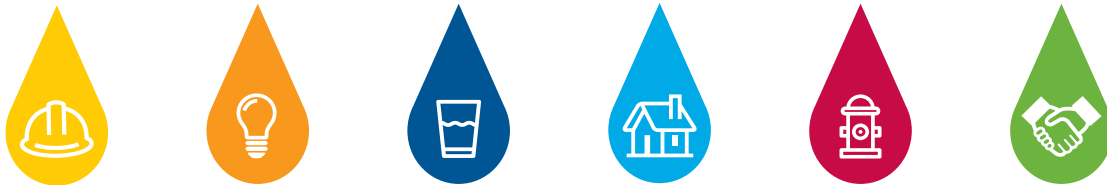
Project Leader _____

Organization with fiscal responsibility _____

Expenditure Categories for Environmental Grant

Spending Detail (Please be as complete and specific as possible.)	Grant Funds Requested	Other Funds* Funding from other sources for proposed project, if any.	In Kind Contributions	Total Budget (the sum of Columns 2 - 4)
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
	\$	\$	\$	\$
TOTAL	\$	\$	\$	\$

*If there are other funds being used for this project, please list the agency or organization providing the funding.



*Pay to the
order of*

Battenkill Conservancy

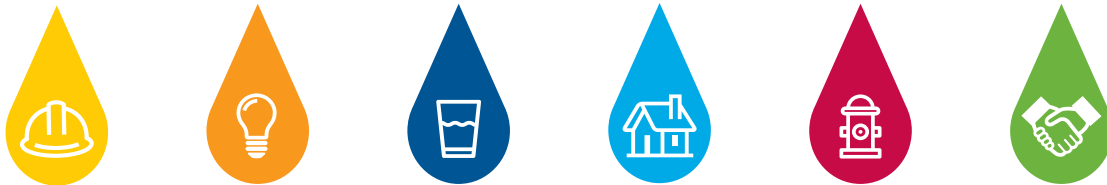
\$5,000.00

Five thousand dollars



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Cam Pyle



*Pay to the
order of*

Cambridge Fire Department

\$985.00

Nine hundred eighty five dollars



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CamPysh



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*Pay to the
order of*

Lynbrook Volunteer Fire Department

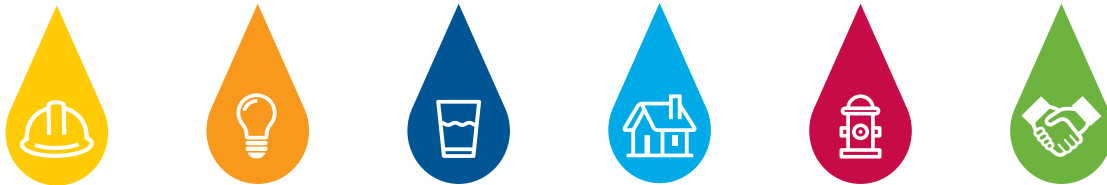
\$1,000.00

One thousand dollars



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Cam Pyle



*Pay to the
order of*

The Glenwood Hook & Ladder,
Engine & Hose Company

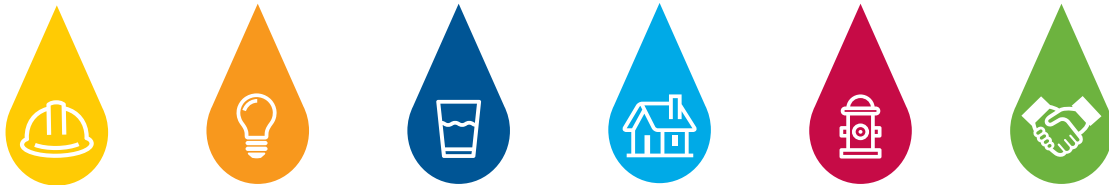
\$960.00

Nine hundred sixty dollars



**COMMUNITY. ONE MORE WAY
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Cam Pyle



*Pay to the
order of*

Baldwin Fire District

\$1,000.00

One thousand dollars



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*Pay to the
order of*

Woodmere Fire District

\$1,000.00

One thousand dollars



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Cam Pyle



**STAY ALERT
WHEN WE'RE
AT WORK!**

**Like you, our crews want to return
home safely after each day's work.**



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We are replacing 44,000 feet of water mains this year. That means our workers will be spending a lot of time on the road.

Your safety, as well as the safety of your passengers and our workers is important to us! Here are a few tips to keep in mind when traveling in work zones.

1 SLOW DOWN

Follow posted speed limits. Adjust your speed for traffic flows and weather conditions.

2 GIVE YOURSELF SOME SPACE

Don't tailgate. Leave at least two seconds of braking room between you and the vehicle in front of you.

3 STAY ALERT

Be prepared for sudden stops. Avoid changing radio stations and using cell phones. Keep an eye on flaggers, workers and their equipment.

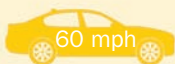
WE'RE WORKING FOR YOU.

Our crews are working hard to replace aging pipelines and improve water service for our customers. We'll do our best to complete these projects as quickly as we can to minimize any inconvenience. If you have any safety concerns about our construction sites, please contact us at 1-877-426-6999, M-F, 7 a.m.–7 p.m.

For more information on our 2018 water main replacement projects and infrastructure upgrades, visit **newyorkamwater.com**. Under the **Water Quality** menu, select **System Updates**.

DID YOU KNOW?

A car traveling 60 m.p.h. travels 88 feet per second.



17 seconds
1,500 feet





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When handling liquid chemicals with the potential for exposure, wearing the appropriate personal protective equipment (PPE) is required. PPE is the last line of defense. Prevention is the first line.

HARD HAT

Protection from overhead hazards.

FACE SHIELD AND CHEMICAL GOGGLES

Protection from chemical contact to the face and chemical burns to the eyes.

HAND PROTECTION

Non-chemical permeable protection from skin contact.

SHOWER/EYEWASH STATION

Emergency chemical decontamination use.

CHEMICAL COVERALL OR APRON

Protection from chemical contamination/contact and skin protection.

CHEMICAL RESISTANT SAFETY SHOES

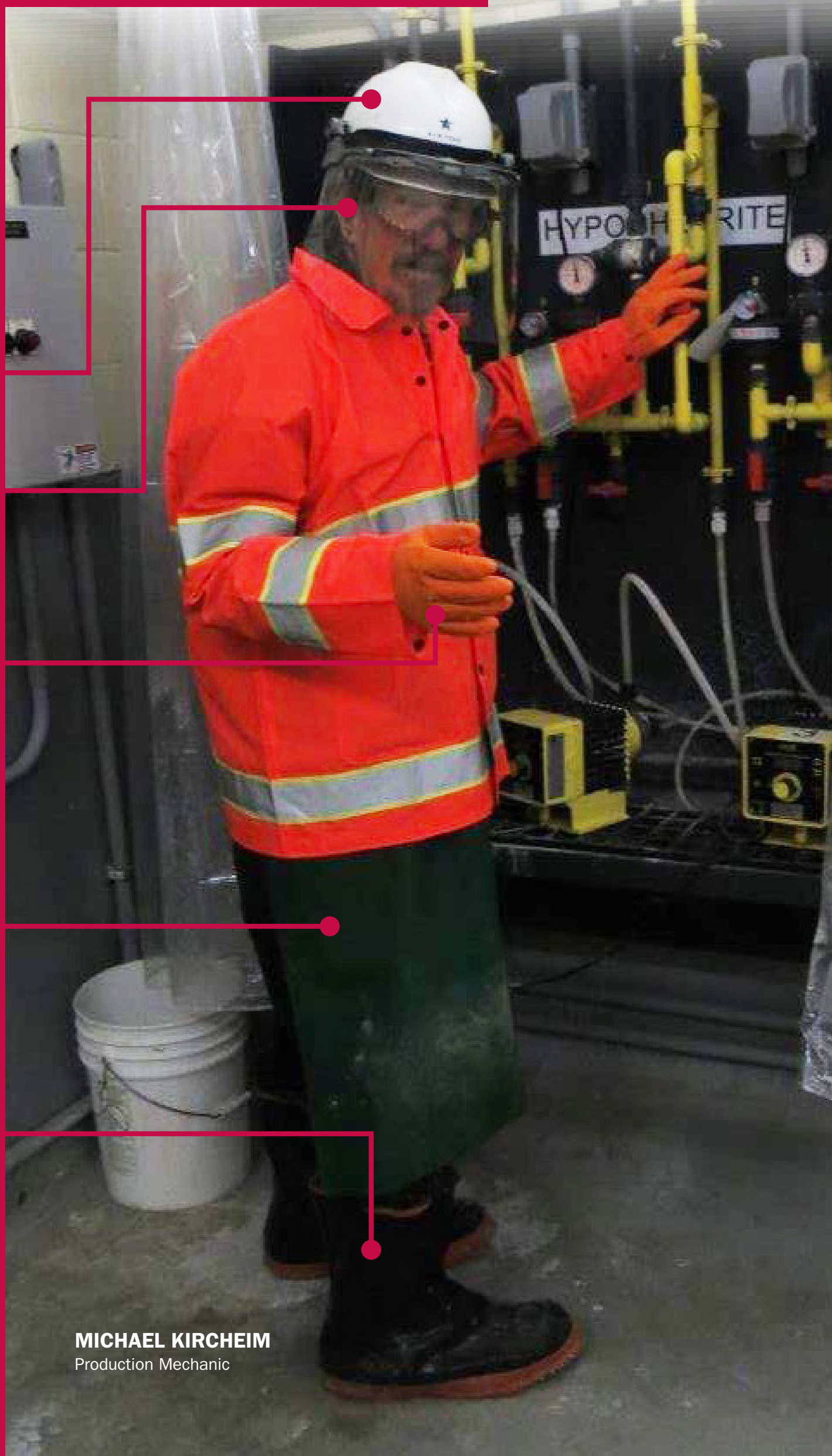
Protection from chemical contamination/contact and foot protection.



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CHEMICAL HANDLING



MICHAEL KIRCHEIM
Production Mechanic



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TRENCHING

Trench shoring eliminates the danger of collapse during repairs, installation, or alterations.

COMPETENT PERSON

must inspect an excavation prior to entry.

UTILITY MARKINGS

must be requested prior to excavating.

MEANS OF EGRESS

Ladder must be used at depths of four feet or greater, secured and extend a minimum of three feet above the surface.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Hard hat, safety glasses, safety vest, gloves, steel toe-electrically rated boot.

SITE MAINTENANCE

Spoil piles, tools, materials and equipment must be at least two feet from the edge of the trench.

CAVE IN PROTECTION

must be used at depths of five feet or greater.

ATMOSPHERIC TESTING

must be performed at landfills or where hazardous substances are stored nearby.



CHARLES BURKE
Senior Utility Man
Hewlett

KEVIN THORPE
Utility Man II
Hewlett



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newyorkamwater.com



01-2018



HOT WATER HEATER KIT

A helpful guide to maintaining your hot water heater and reducing stains associated with iron in the water





Providing high-quality water is our business and we have an exceptional track record. Let's work together at tackling the levels of iron naturally present in the water.

Last year, New York American Water's compliance record for meeting primary state and federal drinking water standards was 100 percent. That beats the national average. While our water quality track record is exceptional, we continue to work on lowering the amount of iron that is naturally present in the groundwater on Long Island before it leaves our treatment facilities.

OVERVIEW OF THE ISSUE

The drinking water source for our customers in New York is entirely groundwater. Iron is a naturally present mineral in the groundwater aquifers that we utilize. While the Environmental Protection Agency (EPA) does not consider the levels of iron in your water to be a health concern, it can cause discoloration, resulting in stained fixtures or laundry. This kit contains valuable tools and tips to help prevent discolored hot water caused by iron and other minerals in the groundwater.

WHAT WE'RE DOING ABOUT IT

We're taking steps to reduce iron levels in your water. Over the years, New York American Water has built several iron removal treatment plants in Nassau County. In addition to removing iron during the water treatment process, we also flush our system each year to remove sediment that may have settled in the pipes when water demand is lower.



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TIPS TO REDUCE DISCOLORED WATER IN YOUR HOME

Discoloration in the hot water heater usually can be traced to and corrected by one of the following:

- **Lower your temperature setting on your hot water heater.**

High water temperatures can reduce the effectiveness of our iron treatment, causing the iron to become more visible and settle to the bottom of the hot water heater. Use the enclosed **Hot Water Gauge** to check your water temperature by following the instructions provided on the card. The water temperature should be no higher than 120°F. If yours is higher, turn down your water heater thermostat. Reducing the temperature should help to reduce discolored water and save you money at the same time. It can also reduce the stress on the heater and prevent it from burning out prematurely.

- **Flush your water heater on a regular basis.**

It is important to flush the heater on a regular basis according to the manufacturer's recommendation. See the enclosed **Hot Water Heater Maintenance Guide** magnet.

- **Check for discolored water before using the washing machine or dishwasher.**

Iron treatment loses its effectiveness within 48 to 72 hours. If there are long periods where the hot water is not used, the iron can settle to the bottom of your hot water tank or pipes.

Before use, run the water for two to three minutes until clear. If it takes longer, it may be a sign that your hot water tank needs to be flushed. (See the enclosed **Hot Water Heater Maintenance Guide** magnet for instructions on flushing and draining a hot water tank.) Filling the bathtub slowly may also lessen discolored water.

NOTE: If you are away for a long period of time where the hot water is not used—even from weekend to weekend—you may experience discolored water with the first use. Try running each faucet until the water is clear.

WHAT IF THE COLD WATER IS DISCOLORED

The water is treated before it is delivered to your home to minimize discoloration. If the cold water is discolored, there could be several temporary causes:

- fire hydrant use
- water main repairs or disruptions
- sediment in the home plumbing, especially if water sits in pipes overnight or after a vacation

When this happens, simply run the cold water for a minute or two at each faucet until it is clear. If it persists, contact us at 1-877-426-6999.

WHAT TO DO IF YOUR LAUNDRY OR FIXTURES BECOME STAINED

DON'T do this	DO this instead
Do not put your laundry in the dryer.	Rewash clothes immediately using more detergent or a heavy duty detergent.
Do not use bleach or bleach-containing cleansers. It will intensify the stains.	Add a rust remover to the load.

Most rust removers can also be used on stained fixtures. Be sure to follow the manufacturer's instructions closely. If you would like a sample of rust remover for stained laundry and/or fixtures, please call our Customer Service Center or stop by our office (address below).

FOR MORE INFORMATION

Call 1-877-426-6999, M-F, 7 a.m. to 7 p.m., or visit us online at newyorkamwater.com. To pick up a sample rust remover packet, visit our office:

New York American Water
60 Brooklyn Avenue
Merrick, NY 11566



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60 Brooklyn Avenue

Merrick, NY 11566

www.newyorkamwater.com



Enclosed is your hot water heater kit

A helpful guide to maintaining your hot water heater and reducing stains associated with iron in the water

HOT WATER HEATER MAINTENANCE GUIDE

Affix this magnet to your hot water heater



METHOD ONE flushes the water until it runs clear. **METHOD TWO** fully drains all the water from the tank and refills it with clear water. Try Method One first; if that is not successful, then use Method Two. You will need a garden hose and a white basin or bucket. PLEASE NOTE: These are general guidelines. It is always best to follow the manufacturer's instructions for your water heater.

METHOD ONE: To FLUSH a hot water tank

1. Turn off the heater. On a gas heater, turn the gas valve to the pilot or stand-by position. On an electric or oil-fired heater, turn off the electric supply to the heater.
2. Connect a garden hose to the draincock at the bottom of the heater. The draincock looks like a regular garden faucet.
3. Run the hose to a place where the water can safely exit the heater such as a sink, drain or through a window or door to the outside. Open the draincock so the water runs at full flow. **Remember, the water will be HOT, so use caution.**
4. Check the water after about 10 minutes by filling the white basin or bucket. (A white bucket allows you to see if the water is clear.)
5. If the water is clear, go to Step 6. If the water is discolored, repeat Step 4 until the water is clear.
6. Close the draincock and remove the garden hose. Beware, there will be water in the hose.



METHOD TWO: To DRAIN a hot water tank

1. Turn off the heater. On a gas heater, turn the gas valve to the pilot or stand-by position. On an electric or oil-fired heater, turn off the electric supply to the heater.
2. Turn off the cold water feed to the heater and connect a garden hose to the draincock at the bottom of the heater. The draincock looks like a regular garden faucet.
3. Run the hose to a place where the water can safely exit the heater such as a sink, drain or through a window or door to the outside. Open the draincock so the water runs at full flow. **Remember, the water will be HOT, so use caution.**
4. After all the water has drained from the heater, turn on the cold water feed and let the water run through the heater and out through the garden hose for about 10 minutes.
5. Close the draincock and remove the garden hose. Beware, there will be water in the hose. Turn on any hot water faucet in the house. This allows the tank to refill with water. When water comes out of the faucet, the tank is full.

DEFINITIONS

Cross Connection is any actual or physical connection between a potable (drinkable) water supply and any source of non-potable liquid, solid or gas that could contaminate drinking water under certain circumstances.

Backflow is the reverse flow of water or other substances through a cross connection into the treated drinking water distribution system. There are two types of backflow: backpressure and backsiphonage.

Backpressure occurs when the pressure of the contaminant source exceeds the positive pressure in the water distribution main. An example would be if a drinking water supply main has a connection to a hot water boiler system that is not protected by an approved and functioning backflow preventer. If pressure in the boiler system increases to where it exceeds the pressure in the water distribution system, backflow from the boiler to the drinking water supply system may occur.

Backsiphonage is caused by a negative pressure (vacuum or partial vacuum) in the water distribution system. This situation is similar in effect to sipping water through a straw. Negative pressure in the drinking water distribution system can occur because of a water main break or when a hydrant is used for fire fighting.

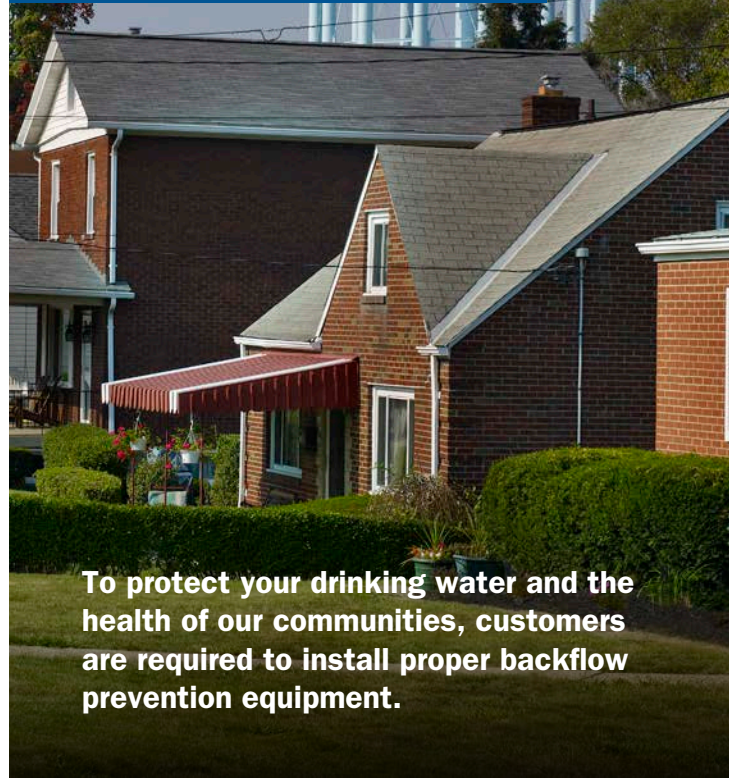


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PREVENT CROSS CONNECTIONS AND BACKFLOW



To protect your drinking water and the health of our communities, customers are required to install proper backflow prevention equipment.



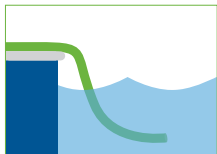
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SAFE DRINKING WATER IS PRICELESS

Unsafe habits inside and outside the home can result in a cross connection. When this happens, water of lesser quality can backflow and contaminate the community's water system.

COMMON CROSS CONNECTION EXAMPLES: WHAT NOT TO DO!



Do NOT submerge a hose under water when filling a pool. **Tip:** Set up the hose so it stays out of the pool and above the water.



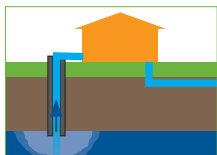
Do NOT leave a hose connected to a pesticide or fertilizer sprayer, causing the chemicals to enter your drinking water. **Tip:** Install hose bibb vacuum breakers on all outdoor spigots.



Do NOT allow a garden hose to sit in a puddle, watering can or bucket of soapy water. **Tip:** Avoid submerging hoses (or faucets) and unscrew the hose at the spigot after use.



Do NOT use toilets that are not outfitted with anti-siphon protection. **Tip:** Be sure your toilet is outfitted properly with anti-siphon ballcock assemblies.



Do NOT connect to auxiliary water sources (private well, spring, cistern). This is not allowed when connected to a public water supply. **Tip:** Disconnect all auxiliary sources. It's the law!

BEST PREVENTION AGAINST CROSS CONNECTION AND BACKFLOW: WHAT YOU SHOULD DO!

- 1** Ensure that you have an approved, testable backflow prevention device present on lawn irrigation, boat dock water connections, swimming pools and fire sprinkler systems. The device must be tested every year.
- 2** Consider installing a backflow preventer, such as a residential dual check, on your home's water service line. **Note:** All new construction is required to include the installation of back flow prevention.
- 3** Install hose bibb vacuum breakers on fixtures used for hose connections, including outdoor, basement and laundry room spigots.
- 4** Maintain air gaps. Do not submerge hoses or faucets or place hoses where they can become submerged.
- 5** Make sure toilets are outfitted with anti-siphon ballcock assemblies.

GUIDELINES FOR INSTALLING BACKFLOW DEVICES ON WATER SERVICE CONNECTIONS

Backflow devices are typically installed close to the water meter. Devices should always be installed on the customers' side of the meter (the side that leads to the internal plumbing). There is typically an arrow on the check valve itself, which indicates the direction of water flow. This arrow should be pointing away from the meter and toward the internal plumbing.

WE'RE HERE TO HELP

Have questions or need help determining if you are in compliance with cross connection requirements? Contact our customer service center at 1-877-426-6999. Learn more about backflow prevention at newyorkamwater.com. Under **Water Quality**, select **Cross Connection & Backflow Prevention**.



**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



WATER MAIN FLUSHING NOTICE

Each year, New York American Water flushes the water mains in its distribution system. This essential part of our system maintenance program helps us to provide you with high-quality water service. When crews are in the area, customers may experience a drop in water pressure or discolored water. If this happens, simply let your water run until it is clear. Customers are also encouraged to check for discolored water before doing laundry. Any changes due to weather will be posted on our website at newyorkamwater.com (on the home page, click on Alerts Notifications).

NOTE: No flushing will be conducted during the Passover or Good Friday holidays (March 30 - April 7).

2018 Spring Flushing Schedule

Flushing hours: Monday-Friday, 8 a.m. to 4 p.m.

Community	Start Date	End Date
Atlantic Beach	3/12	3/16
Baldwin	5/7	5/18
Bay Park	4/23	5/4
Bellmore	4/30	5/4
Cedarhurst	3/19	3/29
East Atlantic Beach	3/12	3/16
East Rockaway	4/23	5/4
Glen Head	4/30	5/4
Glenwood Landing	5/7	5/11
Hewlett	3/12	3/16
Hewlett Bay Park	3/12	3/16
Hewlett Hbr	3/12	3/16
Hewlett Neck	3/12	3/16
Inwood	3/19	3/29
Island Park	4/23	5/4
Lakeview	4/9	4/17
Lawrence	3/19	3/29
Levittown	5/7	5/11
Lynbrook	4/9	4/17
Malverne	4/9	4/17
Massapequa	5/21	5/25

Meadowmere	3/26	3/29
Merrick	4/16	4/20
Mill Neck	5/21	5/21
North Bellmore	4/23	4/27
North Merrick	4/9	4/13
North Seaford	5/7	5/11
North Wantagh	5/7	5/11
North Woodmere	4/18	4/27
Oceanside	4/30	5/18
Roosevelt	5/14	5/18
Roslyn Harbor	5/7	5/11
Sea Cliff	5/14	5/18
Seaford/South Seaford	5/14	5/18
South Bellmore	4/30	5/4
South Hempstead	5/7	5/18
South Merrick	4/16	4/20
South Wantagh	5/14	5/18
Valley Stream	4/18	4/27
Wantagh	5/14	5/18
West Hempstead	4/9	4/17
Woodmere	4/18	4/27
Woodsburgh	4/18	4/27

2017 Annual Water Quality Reports

Learn about the quality of your water

Each year, New York American Water provides its customers with an Annual Water Quality Report to let them know how our water quality stacks up against federal and state drinking water standards. If you are a customer of ours, we encourage you to review this report as it provides details about the source and quality of the drinking water delivered to you in 2017.

View your water quality report online today!

In an effort to be more environmentally responsible, we no longer print our water quality reports. Instead, we have made them available on our website. To view your report online, visit newyorkamwater.com.



**NEW YORK
AMERICAN WATER**

WE KEEP LIFE FLOWING™

WHAT TO DO TO PREPARE FOR FLUSHING IN YOUR COMMUNITY

- Draw water for cooking ahead of time.
- Store a large bottle of water in the refrigerator for drinking.
- Check for discolored water before using the washing machine or dishwasher.

Note: If your laundry becomes stained, DO NOT USE BLEACH AND DO NOT PUT YOUR LAUNDRY IN THE DRYER. Rewash clothes immediately using more detergent or a heavy duty detergent and add a rust remover. Most rust removers can also be used on stained fixtures.



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newyorkamwater.com

WA718i



2018 FLUSHING PROGRAM



**NEW YORK
AMERICAN WATER**

WE KEEP LIFE FLOWING™

FLUSHING IS AN ESSENTIAL PART OF OUR ANNUAL SYSTEM MAINTENANCE PROGRAM

Each spring, New York American Water flushes the pipes in its water distribution system. This is an essential part of our system maintenance program, which helps us to continue to provide you with high-quality water service. Although we've been carrying out this essential maintenance program for decades, we do receive questions from time to time about why we flush. Because the program is an important benefit to our customers, we'd like to tell you about it.

WHY FLUSHING IS IMPORTANT

Flushing our system helps to clean out any build up of mineral deposits and sediment inside the pipes. These harmless deposits can occur when there is a reduced water demand. We also flush our hydrants to make sure they are operational and to check fire flows in our system.

HOW WE FLUSH OUR PIPELINES

Flushing involves simultaneously opening fire hydrants in a specific area to create increased water flows. When crews are in your area, you may notice a drop in water pressure or discolored water. Discolored water may occur, because the sediment in water mains get stirred up when the fire hydrants are used and when the flow of water in mains is changed. This is normal. If this happens, it is not harmful. Simply let your water run until it is clear.

MARK YOUR CALENDARS

Weather permitting, flushing will take place March through May. For updates, visit **newyorkamwater.com** or like us on Facebook at **www.facebook.com/nyamwater**.

2018 SPRING FLUSHING SCHEDULE

Flushing hours: Monday-Friday, 8 a.m. to 4 p.m.

NOTE: No flushing will be conducted during the Passover or Good Friday holidays (March 30 - April 7).

COMMUNITY	START DATE	END DATE
Atlantic Beach	3/12/2018	3/16/2018
Baldwin	5/7/2018	5/18/2018
Bay Park	4/23/2018	5/4/2018
Bellmore	4/30/2018	5/4/2018
Cedarhurst	3/19/2018	3/29/2018
East Atlantic Beach	3/12/2018	3/16/2018
East Rockaway	4/23/2018	5/4/2018
Glen Head	4/30/2018	5/4/2018
Glenwood Landing	5/7/2018	5/11/2018
Hewlett	3/12/2018	3/16/2018
Hewlett Bay Park	3/12/2018	3/16/2018
Hewlett Hbr	3/12/2018	3/16/2018
Hewlett Neck	3/12/2018	3/16/2018
Inwood	3/19/2018	3/29/2018
Island Park	4/23/2018	5/4/2018
Lakeview	4/9/2018	4/17/2018
Lawrence	3/19/2018	3/29/2018
Levittown	5/7/2018	5/11/2018
Lynbrook	4/9/2018	4/17/2018
Malverne	4/9/2018	4/17/2018
Massapequa	5/21/2018	5/25/2018
Meadowmere	3/26/2018	3/29/2018
Merrick	4/16/2018	4/20/2018
Mill Neck	5/21/2018	5/21/2018
North Bellmore	4/23/2018	4/27/2018
North Merrick	4/9/2018	4/13/2018
North Seaford	5/7/2018	5/11/2018
North Wantagh	5/7/2018	5/11/2018
North Woodmere	4/18/2018	4/27/2018
Oceanside	4/30/2018	5/18/2018
Roosevelt	5/14/2018	5/18/2018
Roslyn Harbor	5/7/2018	5/11/2018
Sea Cliff	5/14/2018	5/18/2018
Seaford/South Seaford	5/14/2018	5/18/2018
South Bellmore	4/30/2018	5/4/2018
South Hempstead	5/7/2018	5/18/2018
South Merrick	4/16/2018	4/20/2018
South Wantagh	5/14/2018	5/18/2018
Valley Stream	4/18/2018	4/27/2018
Wantagh	5/14/2018	5/18/2018
West Hempstead	4/9/2018	4/17/2018
Woodmere	4/18/2018	4/27/2018
Woodsburgh	4/18/2018	4/27/2018

(continued on back)



REMOVING IRON FROM THE SOURCE

Over the years, New York American Water has built several permanent iron removal treatment plants. Currently, we own 14 permanent facilities and three skid mounted iron removal treatment plants.



New York American Water owns 14 iron removal treatment plants statewide.

WHY CAPITAL INVESTMENTS ARE SO IMPORTANT

The American Society of Civil Engineers rated America's water and wastewater systems with a "D" and "D+," respectively. Water infrastructure in the state of New York received a "C" grade in the 2015 Report Card, while wastewater systems earned a "D."

We can't afford to jeopardize our quality of life by allowing our communities' infrastructure to fall into disrepair. That's why New York American Water invests millions each year to proactively upgrade aging facilities to improve service reliability, water quality and flows for fire protection. At the same time, our water costs less than a penny per gallon.

THE VALUE OF WATER... A REAL BARGAIN!



**WE INVESTED
\$40 MILLION IN
NEW YORK**



**NEW YORK
AMERICAN WATER**

WE KEEP LIFE FLOWING™



YOUR WATER BILL AT WORK

In 2017, New York American
Water invested more than
\$40 MILLION
on system upgrades statewide.

**WE ARE PROUD TO PUT OUR EXPERTISE TO WORK EACH DAY TO SERVE YOU. FROM
SOURCE TO TAP, OUR COMMITMENT IS TO PROVIDE SAFE, RELIABLE WATER SERVICE.**

Our team of experts continuously monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires investing millions each year in our treatment and distribution (pipeline) infrastructure, including treatment plants, tanks, pump stations, miles of pipes, fire hydrants and metering equipment. We do this because we care about our customers as much as we care about water.

2017 SYSTEM IMPROVEMENT HIGHLIGHTS

Mains: Replaced approximately 48,000 feet (approximately 9 miles) of aging pipe with new pipe. Pipe improvement projects can help improve water quality, pressure, fire protection and service reliability.

Source Water Improvements: Drilled a new 2-million-gallon-per-day capacity water well in Roosevelt, and began construction of a new 2-million-gallon-per-day capacity replacement well in Sea Cliff. We also completed investigations for a new water supply well in Brewster.

Treatment:

- **Roosevelt:** We began construction on a new 6-million-gallon-per-day iron removal plant.
- **Malverne:** Construction was completed on a new 2-million-gallon-per-day iron removal plant along with improvements to the electrical and chemical systems at the facility.
- **Lakeview:** We upgraded aging equipment used to adjust the pH of the well water at two treatment plants.

Fire Hydrants: Replaced 29 fire hydrants and installed eight new hydrants.

Service Lines: Replaced 654 service lines and installed 18 new service lines.

Tanks/Storage: In Wantagh, we began construction on the replacement of two 50,000-gallon steel tanks.

(continued on back)



INFRASTRUCTURE. ONE MORE WAY WE KEEP LIFE FLOWING.

WILL MY WATER QUALITY BE AFFECTED?

Water quality is not usually affected by main breaks or leaks.

When water service is restored, you may notice air in your pipes and the water may be discolored. The discoloration isn't harmful, but can stain. If you experience discolored water, let the cold water run in the tub for a few minutes to get rid of the air and color.

WHEN WILL PERMANENT PAVEMENT RESTORATION OF THE AREA OCCUR?

Permanent restoration usually takes place 60-90 days after the leak is repaired to allow time for the ground to settle as it dries out. During the winter months, final paving may have to be postponed until the following spring. We check the integrity of the temporary restoration on a regular basis, but if you see settling or "pot holes" develop, please contact us at 1-877-426-6999.



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newyorkamwater.com

WA717i



WHEN MAIN BREAKS OCCUR

WE'RE ON IT



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AMERICAN WATER**

WE KEEP LIFE FLOWING™

When main breaks occur, our crews work around the clock in all types of weather to make the needed repairs and restore service as quickly as possible.

If you suspect that a main break or leak has occurred in your neighborhood, please contact us at 1-877-426-6999 so we can investigate!



WHAT IS NEW YORK AMERICAN WATER DOING TO PREVENT MAIN BREAKS?

We have an ongoing infrastructure replacement program where we look at aging water mains, changing fire flow requirements, water quality and maintenance history. In 2017 alone, we invested more than \$40 million in system upgrades statewide. Even as we make these investments, our tap water costs about a penny a gallon – an exceptional value!

WHAT CAUSES WATER MAINS TO BREAK?

Main breaks generally occur when there is movement in the ground or a big change in water temperature. While our pipes are installed below the frost line, freezing and thawing of soil creates movement and can contract the pipe material.

When the soil shrinks or swells, it puts tension on water pipes. This tension is increased when temperatures drop. That is why “main break season” typically starts in October and continues through the winter.

HOW LONG WILL IT TAKE TO REPAIR?

The time it takes ultimately depends on a number of factors, including:

Length of time for other utilities to mark their lines. By law, we must call 811 “Call before you dig” to request professional locators to mark the pavement for any underground gas, electric and sewer lines. We cannot excavate and begin repairs until the pavement is marked.

How quickly we are able to locate the break.

Once the pavement is marked, we locate the leak or main break. Water can travel far underground before surfacing, so some breaks are more difficult to locate than others.

The nature of the leak.

Once the leak is uncovered, we can determine the best fix. Sometimes we can make the repair with a “sleeve” around the leak in the pipe; other times we must replace a valve or an entire section of pipe. And, if other utilities are in close proximity, it can complicate repairs and even require hand-digging. Generally, our crews are able to complete repairs in four to eight hours.

WILL MY WATER BE SHUT OFF?

In many cases, we do need to temporarily shut the water off while we make repairs. As a result, customers may experience low pressure or no water. If time permits, we notify customers in advance and do our best to restore service as quickly as possible to minimize customer impacts.

(continued on back)

TRAVEL SAFELY!

Please use caution when our crews are in the road! They are working as safely and quickly as possible to make repairs.



WE KEEP QUALITY FLOWING

**THOUSANDS OF TESTS
PERFORMED ANNUALLY.**

Visit our website to view
your community's results.



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OUR GRADES ARE IN AND WE THINK YOU'LL LIKE WHAT YOU LEARN

- Your drinking water meets or surpasses local, state and federal standards.
- We perform thousands of tests annually on our water before it leaves our treatment plants.
- Our team of experts operates quality control labs across our service areas.
- We have access to American Water's Central Laboratory, one of the most advanced water quality labs in the nation.

When it comes to complying with federal and state regulations for clean, quality drinking water, we're proud to rank among the best water companies in the nation. That's why we invite you to read our latest Water Quality Report, specifically for your local community.

Visit [newyorkamwater.com](https://www.newyorkamwater.com).

Under Water Quality, select Water Quality Reports.



**QUALITY. ONE MORE WAY
WE KEEP LIFE FLOWING.**



EXCELLENCE.
TEAMWORK.
ACHIEVEMENT.
DEDICATION.



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 wastewater services to approximately 350,000 people. We have a proven track record of environmental stewardship and provide opportunities for employment in areas such as Engineering, Operations, Water Quality, Field Services and more. Learn more about career opportunities at New York American Water at www.amwater.com/corp/careers.



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SERVICE. ONE MORE WAY
WE KEEP LIFE FLOWING.

**SOCIAL MEDIA MATERIALS
COVER PHOTO, SOCIAL POSTS, AND IMAGES**

Cover Photo:



We keep life flowing by performing millions of water quality tests each year. Now you can see the results. View your current water quality report, available here: <https://amwater.com/corp/water-quality-wastewater-service/water-quality-reports>



TO KEEP LIFE FLOWING, WE NEVER STOP TESTING

We test water from the source to the tap over and over (and over) to ensure quality. We keep life flowing and keep you updated on the results. Find your current water quality report here: <https://amwater.com/corp/water-quality-wastewater-service/water-quality-reports>



WATER QUALITY REPORTS AVAILABLE BY ZIP CODE

Every day, we work hard to meet or surpass strict state and federal regulations on water quality. And every year we prepare water quality reports for the communities we serve so you can see how we're doing. Find yours here: <https://amwater.com/corp/water-quality-wastewater-service/water-quality-reports>



UPDATED WATER QUALITY REPORTS AT YOUR FINGERTIPS

Take a look at our test results. After performing millions of water quality tests each year, you can now view the most up-to-date water quality reports, available here: <https://amwater.com/corp/water-quality-wastewater-service/water-quality-reports>

PRECAUTIONARY BOIL ADVISORY



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BOIL WATER ADVISORY LIFTED



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CLEAR SNOW FROM HYDRANTS

Help firefighters save
precious time when
emergency strikes.



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phone



email



text

How can we reach
you quickly?

WHEN EMERGENCIES STRIKE

Visit **amwater.com/myaccount**
to enter your contact info today!



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Fix-a-Leak Week: March 19-25, 2018

EACH DROP ADDS UP

When you see a faucet dripping water, you don't think about the thousands of gallons that little leak can one day become. Over time, these wasted drops can do damage to your water bill. Here are some fast facts and quick tips to help you learn more about household leakage and how to prevent it from pouring on unnecessary costs.

180 SHOWERS' WORTH OF WATER LOST IN A YEAR DUE TO A FAUCET LEAKING AT ONE DRIP/SECOND.



THE AVERAGE HOUSE WASTES ENOUGH WATER FROM LEAKS PER YEAR TO FILL 1 BACKYARD SWIMMING POOL.



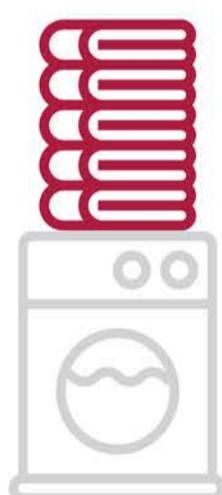
10%

AVERAGE AMOUNT HOMEOWNERS CAN SAVE ON WATER BILLS BY FIXING LEAKS.



13,000

AVERAGE GALLONS OF WATER SAVED PER HOUSEHOLD PER YEAR AFTER UPGRADING OLD TOILETS.



5+

LAUNDRY LOADS OF WATER LOST TO LEAKAGE EACH WEEK PER HOUSEHOLD.



1 IN 10 HOMES HAS LEAKS THAT WASTE 90+ GALLONS PER DAY.

MORE THAN 1 TRILLION GALLONS OF WATER WASTED ANNUALLY NATIONWIDE FROM HOUSEHOLD LEAKS.

WHEN TO FIX A LEAK AND WHEN TO CALL FOR HELP

DO IT YOURSELF

Toilets

If your toilet keeps draining and refilling, the plunger ball or flapper valve may need to be replaced.

Sinks

When a faucet keeps dripping, the problem is most likely a worn or improperly fitted washer.

Outside faucets

If faucets around your house haven't drained or shut properly, cold weather might be the culprit. Frigid winter temperatures can cause freeze-ups. You can check for leaks when it gets warmer.



THE TWO-HOUR TEST

While not using any water, check your water meter before and after a two-hour period. If the meter registers any changes during this time, you most likely have a leak.

CALL A PROFESSIONAL

Refrigerators

If you notice excessive ice accumulation in the freezer and small puddles under your refrigerator, the ice-making machine could be broken.

Dishwashers

Water on the floor around your machine could indicate a leak.

Hot-water tanks

Water dripping down the side of the tank and accumulating on the floor is often a sign that the pressure-valve release isn't working properly.

Washing machines

Same as the dishwasher, water on the floor around your washing machine could indicate a leak.

Outside service line

If you notice a soft, wet spot on your lawn or hear water running outside the house, the service line to your house may be leaking.

Sprinkler systems

Look for soft spots on your lawn. This can be an indication of a leak flowing into the ground.



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Download our leak-detection kit at amwater.com.

SOURCE: United States Environmental Protection Agency



NO WATER?

Call our Customer Service Center. We're available 24/7 for emergencies.



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WE KEEP LIFE FLOWING™

A photograph of a construction worker in a high-visibility yellow vest, white hard hat, and safety glasses, working on a large pipe in a trench. The worker is wearing gloves and is focused on the task. In the background, there are orange traffic cones and a paved surface.

WE'RE ON IT!

**When outages
strike, we're on
it until service
is restored!**

**(Even when the weather
is at its worst...)**



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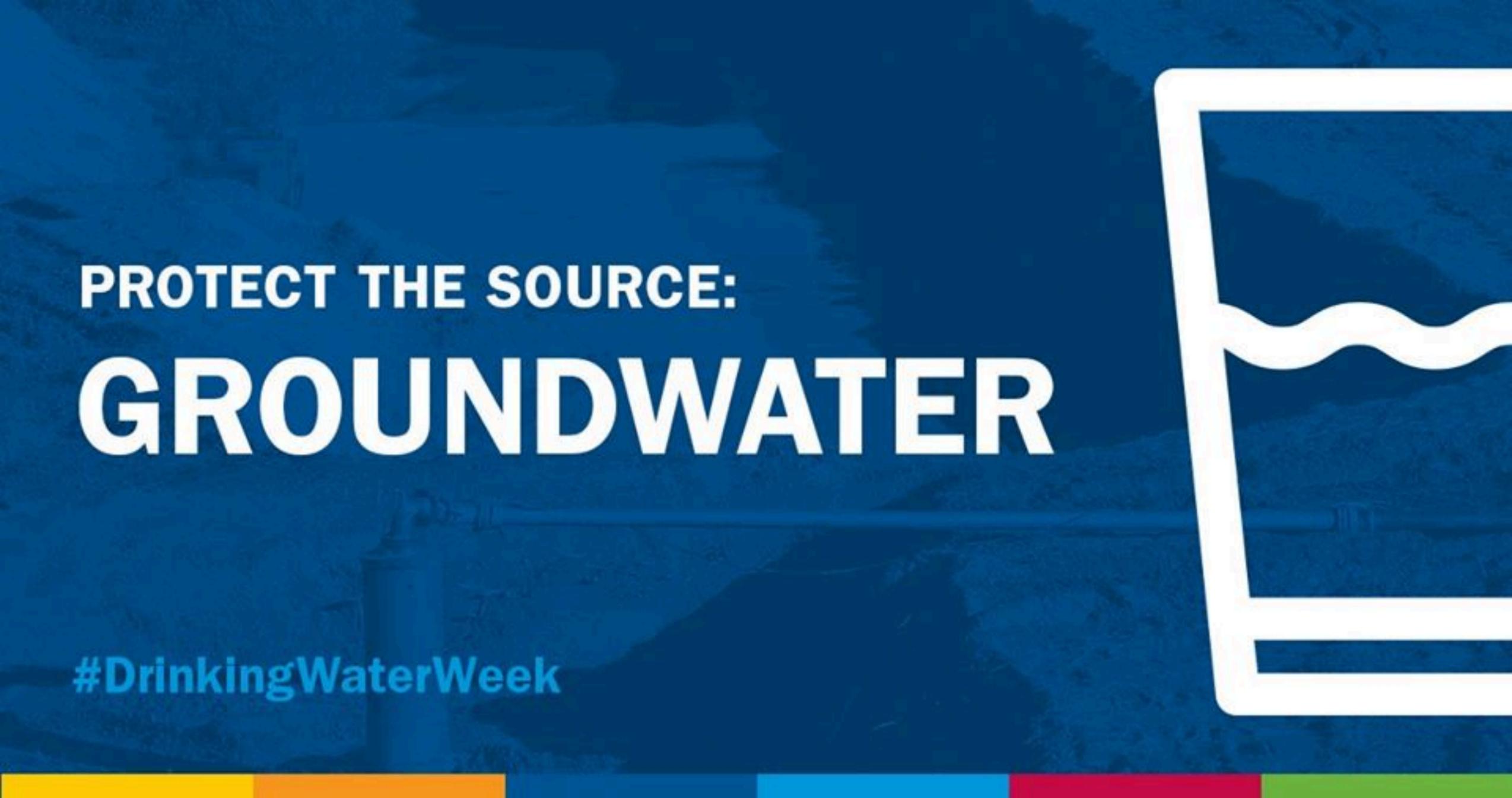

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WE KEEP LIFE FLOWING™

HEY KIDS

**BE WATER WISE!
ART CONTEST**

Deadline to enter is April 13





PROTECT THE SOURCE:
GROUNDWATER

#DrinkingWaterWeek



UNDERSTAND THE PROCESS:

FLOCCULATION

/flɒk'yə-lā'shən/

#DrinkingWaterWeek



UNDERSTAND THE PROCESS:

FILTRATION

/fil'trāSH(ə)n/

#DrinkingWaterWeek





**MAKE FIXING
LEAKS PART OF
SPRING CLEANING**

Our new phone system is better!

Our new voice activated system helps make doing business with us easier! Why wait to talk to a live customer service rep. We have you covered! **Have your account number handy, call us and tell us what you need.** Our system will interpret your words and can take care of our most frequently asked customer service requests.



AMERICAN WATER



New York American Water

Published by Maria Coscia [?]

Like This Page · March 29 ·

Our phone system is now smarter, faster and better! Our new voice activated capabilities make it quick and easy to do business. Simply have your account number handy and give us a call; our new system will interpret your words and take care of your most frequently asked questions. #NoCallRepNoProblem



Tag Photo



Add Location



Edit



Wilfredo Alvarado and Gene Woska



Like



Comment



Share



Write a comment...



Timeline Photos

Customer Service Your Way!

Pay your bill; check your balance; turn on/off water service; sign up for paperless billing and more without having to wait to talk to a customer service rep. All you need is your account number.

- **Online:** amwater.com/myaccount
- **By phone:** Use our new voice activated response system (no need to wait for a call rep)



AMERICAN WATER

Like Comment Share

Tag Photo Add Location Edit



New York American Water

Published by Maria Coscia [?]

Like This Page · March 8 ·

We have upgraded our customer service center to create a better customer experience! Check your balance or pay your bill in just one click online—or use our new voice activated response system.
[#NoCallRepNoProblem](#)

Tag Photo Add Location Edit

Like Comment Share



Write a comment...



Yes, you can!

Here's what you can do using our new voice activated system:

- Check your account balance and billing due dates
- Make bill payments
- Locate a payment site near you
- Sign up for Auto Pay and Paperless Billing

Have your account number handy.
Call us and tell us what you need.
It's that simple.



AMERICAN WATER



New York American Water



Published by Maria Coscia [?]

Like This Page · March 22 ·

Checking your account balance, paying your bill, locating a payment center and signing up for paperless billing just got easier. Call us now and see what our new phone system can do for you!



Tag Photo



Add Location



Edit



Michelle Duncan-Torres

2 Comments



Like



Comment



Share



★

Most Relevant ▾



Write a comment...



Our new phone system just got smarter!

Our new voice activated phone system can handle our most frequently asked customer service requests. Call us and simply tell us what you need:

- "Sign up for paperless billing."
- "Locate a payment site near me."
- "Turn on my water."
- "I'd like to pay my bill."
- "Deactivate my service."

It's that simple.



AMERICAN WATER



New York American Water

Published by Maria Coscia [?]

Like This Page · March 15 ·

Our new phone system is now at your service. New voice commands allow us to answer your most frequently asked questions without talking to a call rep! #NoCallRepNoProblem



Tag Photo



Add Location



Edit



Mary Saragnese and Michelle Santiago Rossi

1 Share



Like



Comment



Share



Write a comment...





New York American Water shared a post.

...

Published by Rose Squeglia Simpson [?] · July 5 · 🌐



American Water

July 5 · 🌐

#DYK that most American households use two to four times more water in summer than during other seasons, according to the U.S. Environmental Protection Agency? ...

[See More](#)



WATERSTREET.BLOG

Avoiding the Morning-After Effect of Summer Fun

According to the U.S. EPA, summer most American households use...



New York American Water

Published by Zimmerman/Edelson, Inc. [?] · July 2 ·

There are many ways to save money on your water bill this summer when demand increases due to outdoor usage, particularly irrigation systems. Learn more about what you can do to lower your bill while conserving our most precious natural resource.



NEWSDAY.COM

How Long Islanders can save on their utility bills

Want to save money on your electricity, natural gas and water bills? Find...



New York American Water

...

Published by Rose Squeglia Simpson [?] · June 18 · 🌐

As the temperature goes up, water pressure can go down... Due to the hot weather and extreme demand for water, some customers may experience lower than usual water pressure especially during the early morning hours. New York American Water reminds customers to follow water conservation measures, especially the odd and even lawn watering regulations required by Nassau County.



?ref=page_internal



New York American Water



Published by Rose Squeglia Simpson [?]

Like This Page · July 3 · 🌐

With the summer heat intensifying, and water demand on the rise, you may be experiencing lower than normal water pressures, particularly during early morning hours. Remember to use water wisely this summer and follow the odd/even schedule for lawn watering as required by the Nassau County Ordinance.

📌 Tag Photo

📍 Add Location

✎ Edit



Aldy Gani, Natalie Molloy and 3 others

3 Comments



Like



Comment



Share



Most Relevant ▾



Natalie Molloy In Bellmore NY 11710



Write a comment...

