

THIRD PARTY FORM

Please notify the Third Party listed below of termination or credit notices I might receive on my account. The Third Party agrees to receive notification, but is not responsible for paying my water bill.

Customer Name _____
 Customer Address _____
 City _____
 State _____ Zip _____
 Customer Phone _____
 Customer Signature _____
 Date _____

Third Party Information

Third Party Name _____
 Third Party Address _____
 City _____
 State _____ Zip _____
 Customer Phone _____
 Customer Signature _____
 Date _____

Please return completed form to:

New York American Water, Customer Service Center, P.O. Box 578, Alton, IL 62002

APPLICATION FOR SPECIAL PROTECTIONS

Date _____

Name _____
 Address _____
 City _____
 State _____ Zip _____
 Phone _____
 Account Number _____

Check all that apply to you.

I am 62 years or older
 I am sight-impaired
 I or someone in my household is on kidney dialysis
 I am disabled (please explain) _____
 I have a medical emergency (please explain) _____
 I am a tenant in a _____
 two-family home
 multi-family home
 I receive Public Assistance. ID# _____
 I receive SSI benefits
 I have heat-related service
 I am on a fixed income

Please return completed form to:

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IMPORTANT CONTACTS

- **New York American Water Customer Service:** 1-877-426-6999 (M-F, 7 a.m. - 7 p.m.) For emergencies: We're available 24/7
- **TDD (Hearing/Speech Impaired):** 1-800-300-6202 For Mt. Ebo wastewater customers ONLY: Call 1-845-278-2780 (M-F, from 8 a.m. - 4 p.m.) For after hours emergencies in Mt. Ebo only: Call Allied Pollution Control at 845-878-0007.
- **NYS Department of Public Service:** 1-800-342-3377 90 Church Street, New York, NY 10007
- **New York American Water:** www.newyorkamericanwater.com
- **My Account:** www.amwater.com/myaccount – With My Account, you can view and pay your bill, sign up for paperless billing, update your contact information and more.

Organic Lawn Care (cont.) for the future. Some tips for a healthy and organic lawn include: mow high, water less frequently but deeply, and seed with a tall fescue blend. Healthy grass grows in soil that is rich in organic matter such as microbial inoculants, compost and liquid compost, or organic fertilizer. Condition your soil by using lime, kelp extract, and rock dust minerals. Effective organic solutions for weed and pest outbreaks include corn gluten, nematodes and milky spore.

Controlling Leaks: Water leaks, especially in the toilet, account for a lot of wasted water. Check your plumbing system for leaks at least twice a year, and repair every one you find, regardless of its size. Pinhole leaks can waste thousands of gallons of water each year; that's money down the drain! For a free American Water Leak Detection Kit, call 516-900-1225 and leave your name and address.

our mission is to provide the best service we can at a reasonable cost. We do more than just treat and deliver water for our customers' needs; we also manage it. Water must be delivered at the proper pressure, volume and quantity, and be high-quality water service that meets all federal, state and local standards. All this takes careful planning and management.

From the Well: Our water comes from over 150 wells averaging 500 feet in depth. The sole source of this supply is rainfall that filters through the soil to form vast underground "reservoirs" called aquifers. We operate an integrated water distribution system. The water you receive is a blend of treated water from different wells.

High-Quality Water Service and Water Testing: You have a right to high-quality water service. Federal, state and local health agencies set strict standards for water quality that are modified as a changing environment affects the water supply. New York American Water monitors water quality every step of the way, from the source, through the treatment process and along the miles of pipeline in our distribution system. We take thousands of water samples each year for numerous chemical, physical and microbiological tests. Testing helps pinpoint potential issues so that we can take preventative action. These water samples are sent to state-approved and certified labs. In addition, the Health Department conducts periodic spot checks and testing.

RESPONSIBILITY FOR SERVICE

COMPANY RESPONSIBILITY

Water Main and Service Pipe (from main to property line): New York American Water owns, maintains and repairs all of this underground system up to your property line. If a leak occurs in the water main or the service line from the main to the property line, the company will make the necessary repairs at no charge to you and restore the damaged area after the work is completed.

Fire Hydrants: We also own and maintain all public fire hydrants and the underground infrastructure they need to function in our service areas.

Curb Box: Located between the water main in the street and your property line is the curb box containing the curb stop (valve), where the company can turn off the water supply to your property in an emergency or when you need to make repairs. Curb boxes are installed at the same elevation as the surrounding area. Should conditions of the surrounding area change, resulting in an

WE KEEP LIFE FLOWING™

NEW YORK
AMERICAN WATER

The Rights and Responsibilities of a Residential Customer and the Obligations of the Company - 2018 Edition



OUR UNIQUE RELATIONSHIP

New York American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water company in New York. We have been providing water service to customers for more than a century. Founded in 1884, we first served Nassau County when Long Island was sparsely populated and mostly farmland. As the area grew and expanded, so did the company. Today, New York American Water provides high-quality, reliable water and/or wastewater service to approximately 350,000 people in 50-plus communities in Nassau, Orange, Putnam, Sullivan, Washington, Westchester and Ulster Counties.

We are regulated on your behalf by the U.S. Environmental Protection Agency, New York State Health Department, New York State Department of Environmental Conservation, New York State Public Service Commission (PSC) and the health departments in the counties we serve.

New York American Water's parent, American Water is the largest and most geographically diverse publicly traded U.S. water and wastewater utility company. The company employs 6,700 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. Learn more at www.amwater.com.

New York American Water company practices and PSC regulations combine to give you specific rights and responsibilities, which are balanced by certain company obligations. This unique relationship between you and the company works best for you if you know and understand what we do, what your rights are regarding our service to you, and what responsibilities you have. This booklet summarizes those rights, obligations and responsibilities. Please read it and save it for future reference. If you have a question, issue or concern, contact our Customer Service Center at 1.877.426.6999 M-F, 7 a.m. to 7 p.m. (24 hours for emergencies). We are here to serve you.

MANAGING YOUR WATER SUPPLY

New York American Water provides residential and commercial water service, lawn sprinkler service, public and private fire hydrant service and private fire sprinkler service. We know our job is critical to the well-being of every person who uses our service, and

Your Shut-Off Valves (cont.)

working order. Considerable water damage could occur to your furnishings if there is a major leak in your house and the valves are not working properly. If the meter itself should leak or break, turn off the valves and call us immediately.

Meter Pit: Meters located outside the building must be housed in a pit for protection. The construction and maintenance of the pit and its cover or lid is your responsibility. You must keep it in safe working order and free from leaves, debris, dirt and water, so that the meter can be safely accessed, read, repaired or replaced. Failure to properly maintain the meter pit, its cover and the water meter inlet and outlet valves could result in a denial of water service. In addition, if the meter is damaged as a result of the reasons listed above, the customer is responsible for the cost to repair or replace the meter.

Meter Testing: If you think your meter might be inaccurate, you have a right to have your meter tested at no charge. If you request more than one test in a 12-month period, and the meter passes, you will be charged for the additional tests.

Meter Readings: We have installed automated meter reading systems in the majority of our service areas. These meters can be read from outside, so customers no longer need to be home, virtually eliminating estimated water bills. We also have traditional meters that must be read according to your billing cycle. If we cannot get a reading, you will receive an estimated bill.

Pattern of Usage: This refers to how much water you use and when you use it. Your pattern of usage determines your average daily usage and how much you use each billing period. Your usage will vary by season, weather conditions, the number and type of water-using appliances, and the number of people in your household. Your pattern helps us evaluate billing questions.

Estimated Bills: If our meter reader is unable to obtain a meter reading, you will receive an estimated bill. It is based on previous usage and may not match current usage. When we finally get a reading, the bill will be adjusted, but it could be higher than you expected. We will contact you to request access to inspect the meter and to correct the problem.

No Access Fee: If we do not get a reading for three consecutive bills, you will receive a notice that your account is subject to a \$25 No Access Fee. To avoid this fee, you can call us with the reading, or contact our Customer Service Center to make an appointment for us to read your meter and to inspect and correct the problem.

WHEN YOU HAVE QUESTIONS OR ISSUES

If a question arises about your bill or any other aspect of our service, please contact us. The only way we can help is if you let us know. It is your right, and our job, to have your questions researched and answered promptly and courteously. Telephone or write us at our Customer Service Center listed at the back of this booklet. Our Customer Service Representatives will try to resolve the situation on the spot. If we must research the matter, we will contact you by phone, letter or personal visit with the results. Although we do our best to satisfy customers' inquiries, there may be times you feel more action is needed. If so, ask to speak to a supervisor. At this point, we are confident that we can solve your issue. Most customers' questions or concerns about service or bills are addressed to their satisfaction, with no need for further appeal. That is because our Customer Service staff is here to serve you; so, please let us help.

Right of Appeal: If you are still not satisfied, you can contact the New York State Public Service Commission. It has a local office and a staff to assist utility customers. The address is 90 Church Street, New York, NY 10007. The toll-free number is 1-800-342-3377.

While your complaint is under PSC investigation, we will not turn off your water service for failure to pay disputed charges, however, all other undisputed charges must be paid. Failure to do so is cause for termination of service.

APPLICATION FOR RESIDENTIAL SERVICE

To apply for water service, contact our Customer Service Center. If your application is accepted, we will provide service within five business days unless prevented by conditions beyond our control, such as weather, strikes, etc. This time period will vary if a new service line is to be installed. Before we accept an application, we may require a deposit or payment agreement if there is a balance owed, or you may have to comply with our tariff regulations and any applicable laws. If we deny your application, we will send you a written notice within three business days stating the reason for the denial and your right to a review.

BILLING PROCEDURES

Payment Due Date: Bills are due and payable when you receive them, and are considered late 20 days after the bill date and subject to a Late Payment Fee. To avoid the fee, please pay your bill as soon as you can after you receive it.

Late Payment Fee: Any portion of a bill that remains unpaid 20 days after the bill date will incur a Late Payment Fee of 1.5% a month until it is paid. Your payment must reach us by the "Please Pay By" date or "Date Due" to avoid this charge.

Payment By Mail: Use the convenient return envelope. Detach and enclose the bill stub with your check or money order. Do not send cash.

Automatic Withdrawal: Sign up for Auto Pay and the amount of your bill will be automatically withdrawn from your checking or savings account. You will receive your water bill showing your usage, charges and credits as usual, and if you have any questions, you can call Customer Service to delay payment, if needed. Auto Pay is convenient, reliable, secure and completely confidential. To learn more, call 1-877-426-6999 or visit www.newyorkamwater.com.*

Payment In Person: New York American Water has agreements with businesses across the state where you can pay your bill in person. Our authorized payment locations accept checks and do not charge a fee. For a listing of authorized payment locations, visit [newyorkamwater.com](http://www.newyorkamwater.com). Under Customer Service & Billing , select Billing & Payment Info.

Paperless Billing: Customers can receive their bill electronically by signing up for our Paperless Billing program. To register, go to My Account at amwater.com/myaccount. This will eliminate the need for a paper bill to be mailed to you. Instead, we'll notify you by e-mail when your bill is available to view online.*

Pay In Advance: If you take an extended vacation, you may inadvertently miss one or more bill payments which can lead to termination of service. To avoid this, you can make an advance payment. Send it in with your account number and it will be credited to your account. As a guideline, you can pay the same amount as you did for the same billing period the year before. Once your meter is read based on actual usage, any under or overpayment will be reflected on the next bill.

Backbilling: If we fail to bill you or incorrectly bill you for service, we have six months from the time we discover the error to issue a backbill. It must contain a written explanation for the delay in billing. Payment agreements would also be offered in accordance with Public Service Commission requirements. If it was our fault, the backbilling period is limited to 12 months unless we can show that the customer caused or contributed to the error. If it was not the company's fault, the backbilling period may be limited to 24 months unless we can show that the customer caused or contributed to the error. The company shall provide interest on customer overpayments that resulted from erroneous billings.

Billing or Service Questions and Issues: If you have a question about the bill or our service, contact our Customer Service Center immediately so that we can help you resolve your concerns. Upon request, we will provide residential customers with a detailed bill calculation.

Dishonored Checks: If you pay your bill with a check that is returned for any reason, we will charge you a Returned Check Fee. If your service is scheduled to be turned off and you pay with a check that is returned, we have the right to turn off your service without giving you additional notices.

Deposits: Residential customers generally do not have to pay a deposit when they open a new account. However, the company has the right to ask for a deposit from seasonal, short-term and temporary customers, or from customers whose accounts were delinquent twice in the last 12 months, or from customers whose service was turned off within the last 6 months or have a balance from prior service. Deposits are held for one year and are refunded with interest (rate set by the PSC) if your credit with the company is good. If payments are not up-to-date, we will hold the deposit and credit the interest to your account.

*Note: This service is not available to Mt. Ebo [wastewater](#) customers.

PAYMENT AGREEMENT

If you are having difficulties paying your bills, please let us know so that we work with you to arrange a convenient and flexible payment plan. The terms, a down payment if required, and monthly installment amounts can be tailored to your situation and financial need. We will not demand more than you can afford to pay once we have assessed your financial situation.

Adjustments may be made to the plan if your financial status changes significantly.

TERMINATION OF WATER SERVICE

Non-Payment: Any portion of a bill that remains unpaid 20 days after the bill date will incur a Late Payment Fee of 1.5% a month until it is paid. Your payment must reach us by the "Please Pay By" date or "Date Due" to avoid this charge.

The company will issue a Final Termination Notice 20 days after the date payment was due. For tenants in multiple and two-family dwellings, please refer to "Tenants in a Multiple Dwelling" and "Tenants in a Two-Family Dwelling" under the Special Protections section in the next column. For more information on how to avoid termination, contact our Customer Service Center for help as soon as possible.

Water service may be turned off for nonpayment Monday through Thursday from 8 a.m. to 4 p.m. We will not turn off service on state authorized holidays, the day before a holiday, during the two-week period covering Christmas and New Year's, or a day when the company's office or the Public Service Commission's office is closed. If you get a termination notice, prompt action is required. Contact the Customer Service Center immediately. Our representative will work with you to arrange a payment plan, if one should be needed.

We do not like to turn off water service to any of our customers. We will make every effort to avoid this ultimate step. However, if it becomes necessary, after proper notification procedures have been carried out, service must be turned off. In most cases, this occurs when bills remain unpaid for an unreasonable amount of time. It is unfair to the customers who pay their bills promptly for the company to permit some customers to avoid or delay making payment. This adds to the cost of water service, which ultimately must be paid for by all customers.

Emergency Disconnection: Besides turning off water service for nonpayment of bills, we also have the right to turn off service for health and safety reasons. If you are responsible for a health hazard, before service is restored, we will require that you correct the condition which caused the problem. For more information, see the section on Cross Connections.

RECONNECTION OF SERVICE

We will restore water service within 24 hours from:

- the time you pay the full amount owed or make a payment arrangement
- the time you correct any condition which caused the termination other than nonpayment

Please keep in mind that termination of your water supply is a very serious matter, and an option of last resort. You can avoid termination of service if you contact us for help before your water is turned off.

SPECIAL PROTECTIONS

New York American Water will not turn off water service for some customers without following certain notification procedures to ensure that their health and safety are safeguarded. The only way we will know if you are eligible for this special protection is to tell us, so please fill out the Special Protection application form attached to this booklet and send it to our Customer Service Center at the address listed at the back of this booklet. Special protections apply to the following:

Senior Citizens, Blind or Disabled: If you are 62 years of age or older, blind or disabled, and anyone living with you is also 62 or older, blind or disabled, or under 18, we will take special steps to keep your service on. This includes contacting you before service is turned off, and/or getting help for you from a social services agency.

Medical Emergency: If you or a family member is ill with an existing condition that would be aggravated due to the absence of water service, and you cannot pay the water bill, you can file a medical certificate with us from your doctor or Health Department. This certificate remains in effect for 30 days, after which it can be renewed for another 30 days. During this time, we will not turn off your water. However, you are still responsible for paying the bill, and a payment arrangement may be made.

Third-Party Notification: To protect yourself from having the service turned off because you forgot to pay the bill, you can name a relative, friend or agency to receive a copy of your Final Termination Notice when your bill is overdue. The third party will not be responsible for paying your bill, but can help make sure that your service is continued.

Heat Related Service: If an interruption in your water service would jeopardize your home's heating system, and therefore your health and safety, special arrangements can be made to avoid having your water turned off for nonpayment during the cold weather period from November 1 to April 15. Before service is turned off, we will contact you personally to verify your situation.

We may refer you to a social services agency for assistance.

Life Support Equipment: If water service is critical to operate life support equipment, such as kidney dialysis, and you find it a hardship to pay the bill, register with us and we will not turn off your water for as long as you need the equipment.

Tenants in a Multiple Dwelling: If a landlord does not pay the water bill, we will notify each tenant 15 days before service is scheduled to be turned off to give them an opportunity to pay the bill. Under New York State law, to keep service on, tenants may pay current charges and deduct them from the rent.

Tenants in a Two-Family Dwelling: A two-family dwelling is a house where two families live independently of each other, but water service is not billed separately. Where we know a two-family dwelling exists, if the landlord has not paid the bill, we will notify the tenant 15 days before service is scheduled to be turned off. Under New York State law, to keep service on, a tenant may pay the current charges and deduct them from the rent.

IF YOU MOVE

If you are planning to move, you must notify us before you move so that a meter reading can be taken, or the meter can be removed, and a final bill prepared. If you fail to notify us and the new owner or tenant does not apply for service, you may be billed for water, even though you no longer live at that address. Protect yourself. Contact our Customer Service Center as soon as you know your moving date.

IDENTIFYING WATER COMPANY PERSONNEL

In the course of providing you with high-quality, reliable water service, our staff must visit your home periodically to:

- read or change the water meter
- repair water mains or service lines
- investigate complaints or problems
- discontinue or restore water service
- notify you of a temporary interruption of service

Look for Our Logo: The water company logo appears on company uniforms, identification cards and vehicles. Look for it when verifying the identity of personnel. If someone says they are from the water company, ask to see their photo identification card. As a further confirmation of their identity, check to see if they are in uniform. If you have any doubt, call our Customer Service Center at 1-877-426-6999 to confirm the person's reason for being at your home.

WATER CONSERVATION

Water is essential to life, and we must do what we can to protect and conserve it. Below are some helpful tips to reduce water consumption and save money at the same time. We hope that you will adopt some of the wise water use ideas and make saving water an everyday habit.

Tips for Using Water Wisely

- When buying a new dishwasher, washing machine or plumbing fixtures, look for Energy Star items with water-saving features.
- Run full loads in dishwashers and clothes washers.
- Plant native shrubs, trees and grasses.
- Do not use toilets as a trash can. Each time you flush trash down the toilet, you waste 5-7 gallons of water.
- Sod rather than seed the lawn. Sod requires 15-60 percent less water to establish a lawn.
- Visit our website at www.newyorkamwater.com for many more water conservation measures.

Lawn Watering Restrictions (Nassau County): Nassau County Ordinance and company policy prohibit lawn watering any day between 10 a.m. and 4 p.m. It is allowed on odd/even days according to your address, only before 10 a.m. or after 4 p.m. Violators can be fined by the police. Normally, lawns need only 1 to 1.5 inches of water a week from a combination of rain and watering to keep healthy and green. If necessary, we recommend lawn watering before 6 a.m. to avoid peak system demand times. During droughts or extended periods of hot and dry weather, and in response to extreme water demand, New York American Water may find it necessary to temporarily mandate that ALL outdoor water use be stopped until further notification by the water company.

Organic Lawn Care: Excessive nitrates in soil caused by synthetic fertilizers can pose a threat

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