

ABOUT YOUR
RATES EFFECTIVE
APRIL 1, 2018

The New York State Department of Conservation (NYSDEC) has established a goal for all Long Island water suppliers to reduce water consumption by 15 percent to help ensure the long-term sustainability of our water source, the Long Island Aquifer.

As a result of that effort, new conservation rates were established. According to the conservation rate structure, as customers consume more water, the cost per gallon increases. The new rate structure may also lower costs for those that use less water.

In order to maintain the long-term sustainability of the Long Island Aquifer and guarantee the provision of clean, high quality water service for Long Island residents, New York American Water is encouraging all of its customers to consider conservation.

Your water service
still costs about a
penny per gallon.

With few exceptions, water service remains one of the lowest utility bills for homeowners.

LEARN MORE

To learn more about our rates, visit newyorkamwater.com. Under **Customer Service & Billing**, select **Your Water Rates**.

ABOUT YOUR RATES

SERVICE AREA 2–NORTH SHORE (SEA CLIFF) DISTRICT: Applies to customers in Sea Cliff, Glen Head, Glenwood Landing and portions of Old Brookville, Roslyn Harbor and Glen Cove, Nassau County

YOUR WATER BILL AT WORK

When you turn on the tap, it's easy to see what your water bill buys. What's not as easy to see is what it takes to bring that water to your home. The facilities that draw water from rivers, lakes and wells. The miles of pipeline that are constantly replaced and upgraded. The plants where your water is treated and tested. The scientists, engineers and maintenance crews working day and night to make sure that it's always there when you need it. And every time you make a water payment, you help make it all possible.

ABOUT YOUR WATER RATES

Below are the new rates as approved in 2016 by the New York State Public Service Commission (PSC), effective April 1, 2018. For the average residential customer who uses 8,000 gallons per month, the bill would change from \$72.04 to \$74.04.

WATER SERVICE CHARGE: This fixed charge represents the costs of meter reading, customer billing, accounting and maintaining the meter and service line to your property.

The water service charge is based on the size of the water meter and is due with every bill. Most residential customers have 5/8" meters. Some also have a separate meter for their lawn sprinkler service, many of which are 1".

CONSERVE AND SAVE

By conserving water and keeping your water use within the lower blocks, you pay less per gallon. Reducing your water consumption will also ensure the long-term sustainability of our water source, the Long Island Aquifer. It really can make a difference. The below chart also includes the Incremental Property Tax Surcharge for both years.

| Gallons Used/ Month | Rate Year 1 Monthly Charge Effective 6/1/2017 | Rate Year 2 Monthly Charge Effective 4/1/2018 |
|------------------------|--|--|
| 4,000 | \$36.54 | \$37.37 |
| 6,000 | \$53.04 | \$54.40 |
| 8,000 | \$72.04 | \$74.04 |
| 10,000 | \$91.05 | \$93.69 |
| 12,000 | \$110.05 | \$113.34 |
| 15,000 | \$138.55 | \$142.81 |
| 18,000 | \$161.60 | \$168.91 |
| 20,000 | \$176.96 | \$186.31 |

| Meter Size | Monthly Charge |
|------------|----------------|
| 5/8" | \$12.50 |
| 3/4" | \$14.90 |
| 1" | \$17.74 |
| 1 1/2" | \$34.51 |
| 2" | \$38.74 |

WATER USAGE CHARGE: This charge represents the cost related to operating and maintaining source of supply, pumping, treatment and transmission and distribution facilities, as well as the capital costs related to upgrading these facilities.

This charge is based on the amount of water you use. The charge is based on a four-tier increasing conservation water rate structure, meaning the cost per gallon increases with each rate block as follows.

| RESIDENTIAL CUSTOMERS | |
|---------------------------|--------------------|
| Gallons Used Per Month | Cost Per Gallon |
| First 3,000 | \$0.001830 |
| 3,000–6,000 | \$0.004887 |
| 6,000–15,000 | \$0.006200 |
| >15,000 | \$0.005075 |

| NON-RESIDENTIAL CUSTOMERS | |
|---------------------------|--------------------|
| Gallons Used Per Month | Cost Per Gallon |
| First 3,000 | \$0.002059 |
| 3,000–15,000 | \$0.005083 |
| 15,000–34,000 | \$0.004799 |
| >34,000 | \$0.002975 |

INVESTING IN NEW YORK

The water industry is the most capital intensive of all utilities, and we make it our business to spend our dollars prudently and with purpose to meet our customers' needs and to comply with increasingly more stringent state and federal drinking water standards.

The need for a rate change was driven primarily by the more than \$136 million New York American Water spent on replacing, rehabilitating and upgrading its treatment and distribution facilities. These improvements helped to enhance water quality, service reliability and fire protection.

Upgrades included:

- Replacing and rehabilitating miles of aging water pipelines
- Source of supply/capacity projects
- Groundwater well station improvements
- Updated storage facilities to enhance service reliability
- Pump stations to improve water pressure
- New or replaced fire hydrants to enhance fire protection
- New meters and services



NEW YORK
AMERICAN WATER

Water is a resource we depend on every day. As the temperatures continue to rise, there are simple things that you can do to use water wisely and save money at the same time.

PROTECTING THE LONG ISLAND AQUIFER

Water quality on Long Island is among the best in the United States. In order to maintain the long-term sustainability of the Long Island Aquifers, and thus guarantee the provision of clean, high quality water service in plentiful supply to Long Island residents, the aquifer must be strictly monitored and highly regulated.

The overconsumption of fresh water puts the aquifer at risk of salt water intrusion and contamination. As a means to slow the depletion of our aquifers and protect our water systems, New York American Water is encouraging all of its customers to consider conservation. By adjusting consumption habits and reducing water usage, we can commit to long-term environmental protection and clean drinking water from the Long Island Aquifer.

Read about ways to use water wisely and save money at the same time.

CHECK FOR FAUCET LEAKS

Faucet leaks are easy to detect. If your faucet drips, or worse, continues to keep running after you shut it off, it needs to be fixed. If the dripping water is hot, it is also costing you money to heat the water. Water dripping from the showerhead when the shower is off, or running out of the spout when the shower is on, is usually caused by bad washers or seats which need to be replaced.

CHECK FOR TOILET LEAKS

Toilet leaks, which can go unnoticed, are often caused by worn or damaged parts in the toilet flush tank. Here's how to check for toilet leaks:

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

INSIDE YOUR HOME

- Install water-saving showerheads and shorten your shower time to five minutes.
- Run only full loads in your dishwasher and washing machine.
- Turn off the water while you are brushing your teeth.
- Keep a pitcher of drinking water in the refrigerator instead of running the tap for a cold glass.
- Defrost frozen foods without running water over the packages. Plan ahead and place frozen items in the refrigerator overnight or defrost them in the microwave.
- Look for appliances with cycle and load size adjustments. They are more water and energy efficient than older appliances.

OUTSIDE YOUR HOME

- No need to water your lawns every day. Water late in the day or early in the morning when the sun is low to minimize evaporation.
- Collect and store rainwater in a rain barrel and use it to water your outdoor plants.
- Use a broom instead of a hose to clean patios and sidewalks.
- Choose drought-resistant plants or native plants. Plants native to the local conditions have the benefit of being able to thrive within them.
- Use a hose nozzle on your hose to better control the flow you are using. Place hoses carefully to avoid watering unnecessary areas like sidewalks.
- Be sure to turn off sprinklers when it rains and check to make sure you're not watering paved or unwanted areas.
- Mulch plant beds to reduce weeds and preserve moisture.
- Use a bucket of soapy water rather than leaving the hose running when washing your car or take your car to a car wash that recycles the water.
- Bathe pets outdoors in areas that need water.