

ABOUT YOUR RATES

Cambridge, Dykeer, Kingsvale, Waccabuc and Wild Oaks Districts



NEW YORK
AMERICAN WATER

About your new rates effective June 1, 2017

The New York Public Service Commission (PSC) recently approved new rates as part of New York American Water's rate case that was filed on April 29, 2016. The average residential water customer's bill will decrease as follows:*

- **Cambridge:** Decrease from \$35.72 to \$24.43 per month for 3,000 gallons
- **Dykeer:** Decrease from \$85.28 to \$29.26 per month for 4,000 gallons
- **Kingsvale:** Decrease from \$45.13 to \$29.26 per month for 4,000 gallons
- **Waccabuc:** Decrease from \$70.65 to \$45.06 per month for 7,000 gallons
- **Wild Oaks:** Decrease from \$39.90 to \$29.26 per month for 4,000 gallons

Your water service still costs about a penny per gallon.

With few exceptions, water service remains one of the lowest utility bills for homeowners. The new rates will be effective June 1, 2017. The company's last change in base rates was eight years ago.

*The rate change approved by the PSC includes a temporary 1.26% charge that will be applied to customers' bills for 10 months due to the delay in the rate case effective date.



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

ABOUT YOUR WATER RATES

Below are the new rates as approved by the NYPSC, effective June 1, 2017.

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".

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 is based on the amount of water you use. It 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.

RESIDENTIAL CUSTOMERS	
Gallons Used Per Month	Cost Per 100 Gallons
First 3,000	\$0.3876
3,000-6,000	\$0.4765
6,000-15,000	\$0.6073
>15,000	\$0.7445

NON-RESIDENTIAL CUSTOMERS	
Gallons Used Per Month	Cost Per 100 Gallons
First 3,000	\$0.3826
3,000-15,000	\$0.4865
15,000-34,000	\$0.5281
>34,000	\$0.4646

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

www.newyorkamwater.com



MOVING TO MONTHLY BILLING

Beginning in June, New York American Water is planning to transition customers who were formerly billed quarterly to monthly billing.* Providing 12 smaller bills makes it easier for customers, especially those on fixed incomes, to include the cost of water service in their monthly household budgets.

Monthly billing promotes wise water use.

Monthly billing provides customers with more frequent and timely information about their water usage. This allows customers to adjust their water use habits if they feel they are using too much water, and it allows them to detect leaks on their household plumbing sooner. Detecting leaks early and conserving water not only protect our precious natural resource, but they also save money on your water bill.

* All fire service customers will be billed quarterly in arrears.

How the transition will work.

All customers will be billed in June 2017. This bill will be prorated and cover service fees and water usage charges from the last quarterly meter read date through the June read date. For example:

- **If you received your last bill in March:** Your June bill will cover all water charges from March through the June meter read date. You will then be billed routinely on a monthly basis starting in July.
- **If you received your last bill in April:** Your June bill will cover all water charges from April through the June meter read date. You will then be billed routinely on a monthly basis starting in July.
- **If you received your last bill in May:** Your June bill will cover all water charges from May through the June meter read date. You will then be billed routinely on a monthly basis starting in July.

Did you know?

The U.S. Environmental Protection Agency estimates that \$384.2 billion in capital spending will be needed across the nation between 2011 and 2030 to replace aging water infrastructure and comply with stricter standards.

How does New York stack up? The state of New York is among the top five states that need the most investment - ranking 3rd in the nation at more than \$22 billion. This simply is not acceptable for a service that is so essential.

Since our last rate case, we will have spent approximately \$150 million in our facilities statewide since 2013, and we propose to spend \$180.3 million more from 2017 through 2020. This level of investment creates hundreds of jobs in construction and other fields. At the same time, a gallon of our tap water costs about a penny. That's an exceptional value.

GO PAPERLESS!

Now is a good time to sign up for New York American Water's **Auto Pay** program. Your bill will be paid on time, every time, directly from your checking or savings account. No checks to write. No stamps required! Take it one step further and enroll in **Paperless Billing** to receive your bill electronically. We'll notify you by e-mail when your bill is available to view online. It's simple, secure, and—best of all—free! Enroll today at www.amwater.com/myaccount.

Si usted necesita ayuda traduciendo esta información, póngase en contacto con nosotros en 1-877-426-6999, el lunes al viernes de 7:00-19:00.

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Important Information
About Your Water Rates