

MOVING TO MONTHLY BILLING*

Beginning in June, we're transitioning customers who were 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.

Here's how it will work: Mt. Ebo water customers will receive their May water bill from Elmira in early June. You will then receive your next water bill in July, which will be prorated and cover all water charges from the May meter read date through the July meter read date. You will then be billed routinely on a monthly basis thereafter.

Monthly billing promotes wise water use. Monthly billing provides customers with more frequent information about water usage. This allows customers to adjust water use habits if they feel they are using too much water. It can also help customers detect leaks on household plumbing sooner. Detecting leaks early saves water and money!

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

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.



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 less than a penny. That's an exceptional value.

LEARN MORE

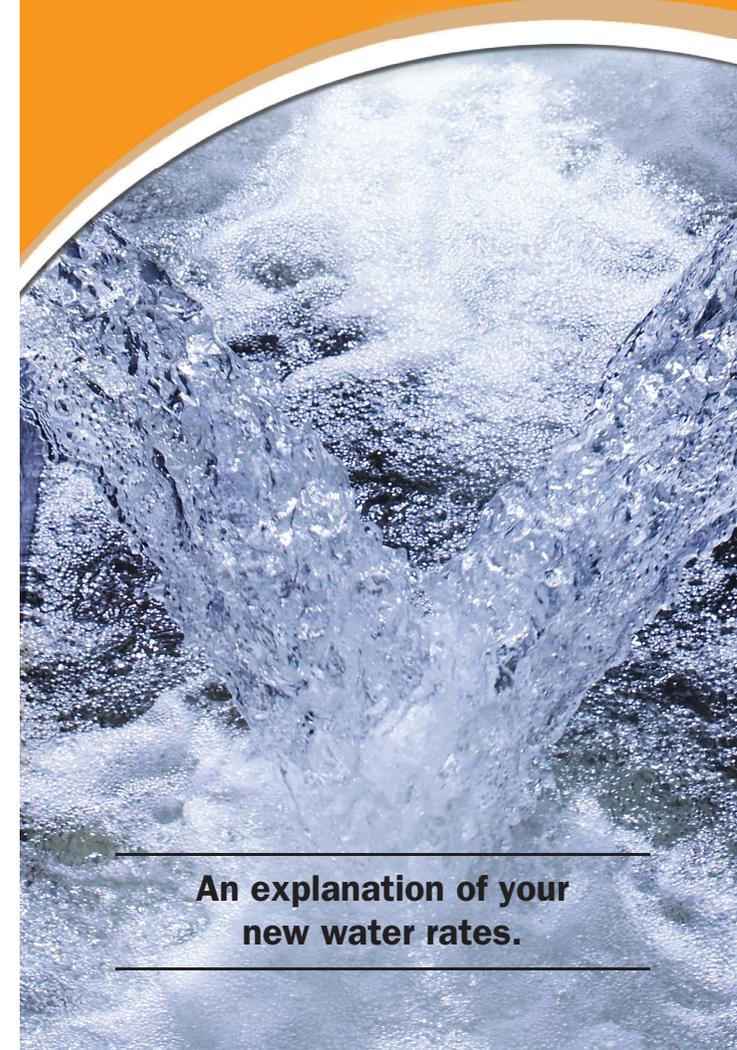
To learn more about our rates, visit us online at newyorkamwater.com. Under **Customer Service & Billing**, select **Your Water Rates**.

About Your Water Rates

Mt. Ebo District



NEW YORK
AMERICAN WATER



An explanation of your new water rates.



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 from \$31.67 to \$29.26 per month for 4,000 gallons.*

*The increase 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.

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 four years ago.

ATTENTION Wastewater Customers

Your sewer bill and rates will NOT be changing.

In addition, our request to combine your water and wastewater charges on one bill was not approved. You will continue to receive a separate quarterly bill for wastewater service in the current format, and the address for payments will remain unchanged.

INVESTING IN NEW YORK

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.

ABOUT YOUR WATER RATES

Below are the new rates as approved by the PSC, 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

A new look for your water bill!

Here's a quick overview of what your new bill will include. Beginning with your newly-formatted June bill, you will be mailing the water payment to a new address.

1 Customer Account Information

- **Account Number:** When calling our call center, it's helpful to have your account number handy.
- **Total Due and Due Date:** 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 the 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, etc).
- **Meter Reading /Billing Measurement:** How your meter is read, and how you are billed. We bill all customers in 100 gallon increments.
- **Meter Chart:** Meter identification number and size, as well as the meter reading for the current and previous billing period.
- **Total Water Used and Water Usage Graph:** Amount of water used during the billing period, compared to the same billing period the previous year.

3 Current Water Charges

- **Water Service Charge:** This fixed monthly charge is based on the size of your water meter.
- **Water Usage Charge:** This variable monthly charge is based on the amount of water used during the billing period.

4 Taxes and Other Charges

These include any applicable taxes and surcharges.