



**Lynda DiMenna**  
New York American  
Water President

## Dear valued customer...

April marks the beginning of year three of New York American Water's four-year rate plan. This document outlines the changes you can expect to see on your bill starting April 1. It also provides you with information about our **H2O Control Toolbox**, which offers tips and tools that will help you conserve and save money on your water bill. We hope you find the toolbox useful.

At New York American Water, water and our customers are all we think about. We understand that you rely on us to provide you with safe, reliable water service. It's a responsibility we take seriously. Our team works around the clock to constantly monitor our treatment facilities, maintain more than

1,200 miles of pipeline, and perform countless quality tests each year. We're also committed to replacing aging facilities. Last year alone, we invested more than \$46 million in system improvements.

New York is the place my family and I call home. I am proud to serve you as a customer. I'm equally proud to lead a team of some of the brightest, most dedicated and skilled employees in the industry—employees who are committed to continuously improving our company, our facilities and the services we provide to our customers.

Sincerely,  
Lynda DiMenna

## NEW RATES GO INTO EFFECT APRIL 1, 2019

On May 18, 2017, the New York State Public Service Commission (PSC) approved a four-year rate plan for New York American Water. Below are the new rates as approved for Rate Year 3, effective April 1, 2019. **Even with the rate change, your water service still costs about a penny per gallon.** With few exceptions, water service remains one of the lowest utility bills for homeowners.

### 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 a lawn sprinkler service, many of which are 1".

Meter Size	WATER SERVICE CHARGE
Effective 4/1/19 (no change from RY2)	
5/8"	\$12.50
3/4"	\$14.90
1"	\$17.74
1 1/2"	\$34.51
2"	\$38.74

**LEARN MORE:** Visit [newyorkamwater.com](http://newyorkamwater.com). Under Customer Service & Billing, select Your Water Rates. **Si necesita ayuda para traducir esta información, comuníquese con nosotros al 1-877-426-6999, de lunes a viernes, de 7:00 a.m. a 7:00 p.m.**

### THE FACTS ON TAXES

Private water utilities are required to pay property taxes, and all private utilities pass those costs on to customers. While these taxes cause prices to be higher, the dollars go right back into the community to fund public services, such as schools, police, fire and other county, town and village operations.

#### Property taxes are a SIGNIFICANT portion of your bill.

In the Merrick service area, property taxes made up 35 percent of the average customer's bill in Rate Year 2.



### 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.

#### The Water Usage Charge is based on the amount of water you use.

The charge is based on a four-tier conservation water rate structure.

#### The more water customers use, the more they pay.

WATER USAGE CHARGE RESIDENTIAL CUSTOMERS			
Tier	Gallons used per month	Cost per 100 gallons (RY2 4/1/18-3/31/19)	Cost per 100 gallons (RY3 4/1/19-3/31/20)
1	First 3,000	\$0.1830	\$0.2233
2	Next 3,000	\$0.4887	\$0.5376
3	Next 9,000	\$0.6200	\$0.6552
4	>15,000*	\$0.5075	\$0.6166

WATER USAGE CHARGE NON-RESIDENTIAL CUSTOMERS			
Tier	Gallons used per month	Cost per 100 gallons (RY2 4/1/18-3/31/19)	Cost per 100 gallons (RY3 4/1/19-3/31/20)
1	First 3,000	\$0.2059	\$0.2481
2	Next 12,000	\$0.5083	\$0.5438
3	Next 19,000	\$0.4799	\$0.5159
4	>34,000	\$0.2975	\$0.3445

## H<sub>2</sub>O CONTROL

It's simple. The less water you use, the lower your water bill, leaving you with more money for the other important things in life. It also helps to protect the long-term sustainability of our drinking water supplies, and helps reduce the need for some capital investments. As you can see based on the chart to the right, by using less water, you pay less.

We're here to help customers take control of their water use. Over the next several months, we'll be rolling out new programs as part of our **H2O Control Toolbox** aimed at providing our customers with tools to conserve and save.

RESIDENTIAL CUSTOMER BILL*			
Gallons used per month	Tier	Rate Year 2	Rate Year 3 Effective 4/1/19
4,000	2	\$22.28	\$23.94
6,000	2	\$31.75	\$34.37
8,000	3	\$43.85	\$47.15
10,000	3	\$55.96	\$59.94
12,000	3	\$68.06	\$72.72
15,000	3	\$86.21	\$91.90
18,000	4	\$100.98	\$109.92
20,000	4	\$110.83	\$121.93

Average New York American Water Customer

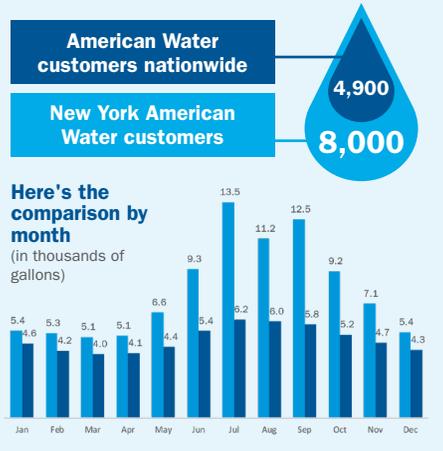
\* NOTES: Both rate years include the TCJA credit (-\$0.01496 per 100 gallons in RY2 and -\$0.015961 per 100 gallons in RY3). The RAC/PTR charge is not included since it is currently set to \$0 through 10/31/19.

**NOTE FOR PRIVATE AND PUBLIC FIRE ACCOUNTS:** We will be sending a separate communication this month about rate changes that will be effective April 1, 2019, related to these services.

## HELP CONSERVE OUR WATER SUPPLIES

The New York State Department of Environmental Conservation established a goal for all Long Island water suppliers to reduce peak season water demand by 15 percent by 2021 to help ensure the long-term sustainability of Long Island's sole-source aquifer. Of course, conserving our natural resources is an important practice, no matter where you live.

### How many gallons does the average residential customer use a month?



### WONDER HOW YOU COMPARE?

On My Account, our online self-service tool, you can view two years' worth of your water use data. Visit us online at [amwater.com/myaccount](http://amwater.com/myaccount). Click on the usage tab and select the number of months you'd like to view. **Not registered?** Have your account number handy to enroll.



60 Brooklyn Avenue  
Merrick, NY 11566

**New rates will be going into effect April 1, 2019.**

Learn more about what you can expect and take steps to save water to reduce your bill.

## H<sub>2</sub>O CONTROL

YOUR RATES ARE INCREASING, BUT YOUR BILL DOESN'T HAVE TO.

**Increased Notifications About Your Water Use**

**Indoor Conservation Retrofits**

**Water Use Calculator**

**Smart Sprinkler Incentive Program**

**Irrigation Home Assessment**

Visit [newyorkamwater.com/conservation](http://newyorkamwater.com/conservation) to access the **H2O Control Toolbox**, which includes:

**WATER USE CALCULATOR**  
To use less water, it's helpful to know how much you're using and where. Check out our online **Water Use Calculator** to find out! This new tool allows you to input water use information specific to your household and offers tips on where you can save water and energy based on that data.



**INDOOR CONSERVATION KITS**  
Our **Indoor Conservation Kit** includes a water efficient showerhead, aerators, toilet tank bank and leak detection tabs. Our **Leak Detection Guide** provides tips on detecting common and not-so-common indoor and outdoor leaks.

**SPRINKLE LESS, SAVE MORE!**  
Outdoor watering is the biggest contributor of high water use during the summer months. Take steps to avoid overwatering. It can save thousands of gallons of water and lead to a healthier lawn (overwatering can result in a shallow root system). **If you currently water your lawn 3-4 times a week – skipping a day could save you as much as 15 to 30 percent on your usage charges.** Contact your local lawn care expert for guidance on what's appropriate for your property. You just might find you can dial it back and save!

**COMING THIS YEAR!** Plans are underway to offer additional tools to help you save, including evapotranspiration (ET) notifications, water use alerts, an improved customer portal (My Account), and a smart sprinkler incentive program for up to approximately 4,200 customers who qualify. Stay tuned!



YOUR WATER RATES

Important Information About