



Lynda DiMenna
New York American Water
President

Dear valued customer,

April 1, 2020 marks the beginning of year four of New York American Water's approved rate plan. Your water rates are scheduled to change on April 1, 2020, and this mailer explains the changes you can expect to see on your bill.

New York American Water continues to equip our customers with tips, tools and technologies through its **H2O Control Toolbox** to help you save water and money on your bill. Starting in 2020, New York American Water will be installing AMI smart meters for our customers, connecting you with near real-time data on your water consumption.

Smart meters enable you to understand how and when you use water, so you can make informed water use decisions for your household.

Our team is committed to delivering quality drinking water and providing excellent customer service. New York American Water invested \$55 million in system improvements in 2019, and we are excited to offer new technology in 2020 and beyond that provides transparency with our customers.

Thank you for the opportunity to serve you.

Sincerely,
Lynda DiMenna

NEW RATES GO INTO EFFECT APRIL 1, 2020

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 4 (RY4), effective April 1, 2020. 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". These charges are the same for RY4 as they were in Rate Year 3 (RY3).

Meter Size	WATER SERVICE CHARGE
Effective 4/1/2020 (no change from RY3)	
5/8"	\$12.50
3/4"	\$14.90
1"	\$17.74
1 1/2"	\$34.51
2"	\$38.74

LEARN MORE: Visit 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 Service Area 2: South Shore (Merrick), property taxes made up 33 percent of the average customer's bill in 2019. New York American Water continues to pursue tax relief to reduce this burden on our customers.



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 increasing conservation water rate structure, meaning the more you use, the more you pay.

By conserving water and keeping your water use within the lower tiers, you pay less per gallon.

WATER USAGE CHARGE RESIDENTIAL CUSTOMERS			
Tier	Gallons used per month	Cost per 100 gallons (RY3 4/1/19-3/31/20)	Cost per 100 gallons (RY4 4/1/20-3/31/21)
1	First 3,000	\$0.2233	\$0.2724
2	Next 3,000	\$0.5376	\$0.5698
3	Next 9,000	\$0.6552	\$0.6552
4	>15,000	\$0.6166	\$0.7421

Please note, Rate Year 4 residential water rates now include an inclining fourth tier. Conserve water to avoid being billed in the highest tier.

WATER USAGE CHARGE NON-RESIDENTIAL CUSTOMERS			
Tier	Gallons used per month	Cost per 100 gallons (RY3 4/1/19-3/31/20)	Cost per 100 gallons (RY4 4/1/20-3/31/21)
1	First 3,000	\$0.2481	\$0.2845
2	Next 12,000	\$0.5438	\$0.5438
3	Next 19,000	\$0.5159	\$0.5809
4	>34,000	\$0.3445	\$0.3858

H₂O 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.

* NOTES: Both rate years include the approved SIC charge effective 8/1/2019; RAC/PTR effective 11/1/2019; and TCJA credit effective 2/1/2019. RY4 also includes the approved levelization surcharge of \$.008 per 100 gallons for metered customers.

RESIDENTIAL CUSTOMER BILL*			
Gallons used per month	Tier	Rate Year 3	Rate Year 4 Effective 4/1/20
4,000	2	\$25.51	\$27.57
6,000	2	\$36.63	\$39.45
8,000	3	\$50.25	\$53.15
10,000	3	\$63.88	\$66.85
12,000	3	\$77.50	\$80.55
15,000	3	\$97.94	\$101.10
18,000	4	\$117.14	\$124.43
20,000	4	\$129.94	\$139.97

Average New York American Water Customer

CONSERVE AND SAVE

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. Our customers have responded to this call to action, and New York American Water has reduced our peak season production by approximately 12 percent since 2012. And, we want to help you keep up the great work.

Check out our **H2O Control Toolbox** for tips, tools and technologies to help you conserve water and save money on your bill. Visit nyamwater.com/conservation.



H2O CONTROL

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

- ✓ Increased Notifications About Your Water Use
- Indoor Conservation Retrofits
- NEW: Advanced Metering Infrastructure



- Water Use Calculator
- Smart Sprinkler Incentive Program
- Irrigation Home Assessment

UNDERSTAND YOUR WATER USE

On **MyWater**, our online self-service tool, you can view three years' worth of your water use data. You can also view and pay your bill, and submit service requests. Visit us online at myaccount.amwater.com.



Not registered? Have your account number handy to enroll.

SMART IRRIGATION TECHNOLOGY INCENTIVE PROGRAM

Get the best smart irrigation technology at a discounted price. Eligible customers can purchase a Rachio 3 Smart Sprinkler Controller for \$99, plus tax. New York American Water customers who installed a Rachio in 2019 on average saved 30 percent on their water use. This resulted in significant savings on their water bill.



DATA AT YOUR FINGERTIPS

New York American Water has been approved to install AMI smart meters for our customers. Smart meters offer customers near real-time data on their water usage. Knowing how and when you use water is the first step in conserving. New York American Water will be installing smart meters from 2020 through 2025. Stay tuned for more information on our smart meter roll out and when you can expect appointments for installation in your neighborhood.

Visit nyamwater.com/conservation to learn more about our **H2O Control Toolbox**.



60 Brooklyn Avenue
Merrick, NY 11566

New rates go into effect April 1, 2020.

Learn more about your water rates and how you can conserve and save money on your water bill.



Service Area 2: South Shore (Merrick)

YOUR WATER RATES

Important Information About