

## What's the Best Way to Reach You?

Please take a moment to review the contact information you have registered with your account. Making sure your information is up-to-date will help us get in contact with you during emergencies.





If a problem occurs, we may notify you by mail, email, telephone or text. We also provide emergency notifications on [mywater.veolia.us](https://mywater.veolia.us) and through traditional and social media. Visit your town, county or state emergency management website for notifications about weather, traffic disruptions and other events.

## Special Needs

Veolia provides services for customers with special needs, including those with medical or financial hardships, disabilities or language barriers. We can offer large print bills, translation services, payment plans and financial assistance.

Please contact Customer Service if you would like more information.

### CONNECT WITH US

-  877-426-8969
-  [conserve.veolia.us](https://conserve.veolia.us)
-  Veolia Water New York
-  @VeoliaWaterNY

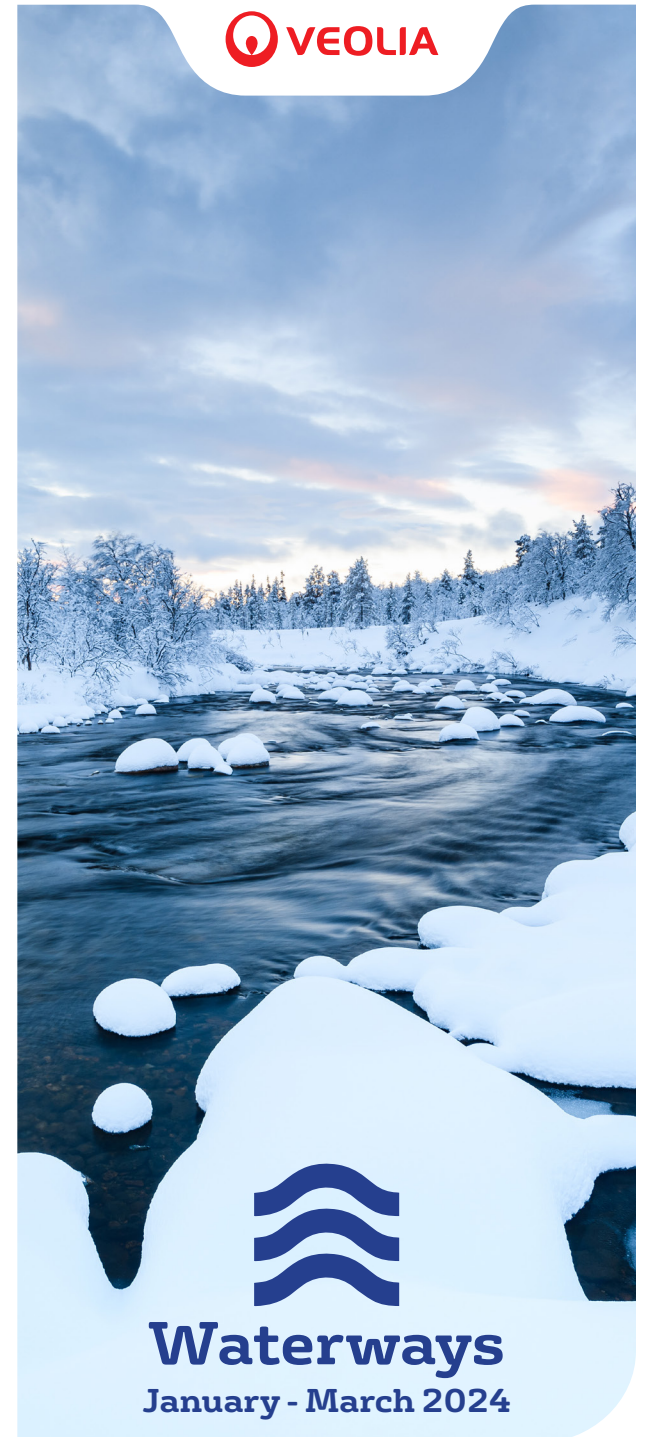
## Customer Service Centers

 162 Old Mill Road  
West Nyack, NY 10994  
877-426-8969  
[csny@veolia.com](mailto:csny@veolia.com)

 2525 Palmer Avenue  
New Rochelle, NY 10801  
877-266-9101  
[cswc@veolia.com](mailto:cswc@veolia.com)

 128 North Avenue  
Owego, NY 13827  
800-694-7512  
[cson@veolia.com](mailto:cson@veolia.com)

Our Customer Service Centers are open Monday through Friday, from 8 a.m. to 4:30 p.m., except for holidays.



**Waterways**  
January - March 2024

## How We Repair Mains

Our goal is to provide you with reliable water that meets and exceeds water quality standards. However, there are times an underground main breaks. When this occurs, here are the steps we take to repair the damage and restore your service.

- ◆ An inspector is dispatched to the site to assess the damage.
- ◆ Mark-outs are requested to identify the location of underground gas, sewer, telephone, cable and traffic control facilities. We cannot begin our work until these mark-outs are completed to ensure the safety of our customers, employees and other first responders.
- ◆ A repair crew is assigned, along with all necessary materials and equipment.

Most water main breaks are repaired within hours. On occasion, it may take longer due to a variety of field and weather conditions. In all cases, Veolia works to repair the damage as quickly and as safely as possible. We're sorry for any interruption you may experience and appreciate your patience while we restore your service.

Learn more by visiting:  
[mywater.veolia.us/nymainrepairs](https://mywater.veolia.us/nymainrepairs).



[mywater.veolia.us](https://mywater.veolia.us)

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## Help Keep Hydrants Clear

When water is needed to battle a fire, it's essential that firefighters locate fire hydrants immediately. You can assist by clearing snow away from fire hydrants near your property. This will enable the fire department to have quick access to water.

If firefighters cannot see a hydrant that is blocked by snow or debris, precious minutes are lost when they are trying to save lives and property. Following a snowfall, please clear a three-foot space around the hydrant and a path from the hydrant to the street.

Please contact us if you notice a leaky or damaged hydrant.

## Use Less and Get Our Best Rate!

With Veolia's Conservation Rates, you'll save when you reduce your water use.

You get our best rate on your first 3,740 gallons. Rates increase on the next 5,236 gallons with our highest rate charged for water use over 8,976 gallons.

Create an account today at [mywater.veolia.us](https://mywater.veolia.us) and get on track to save!

## Save Money, Save Water with Veolia Rebates

Conserve a precious natural resource by replacing outdated water fixtures and appliances with new, water-efficient models, and save money by redeeming a Veolia rebate!

Did you know that toilets, showers and washing machines are the biggest water users in a home and can amount to 75% of indoor water use.

The rebate program includes a wide variety of WaterSense and ENERGY STAR® products to meet customer needs. **Significant rebates on indoor and outdoor products include \$100 on washing machines and toilets, \$15 for showerheads and \$50 for smart irrigation controllers.**

By upgrading to more water-efficient devices, a family would continue to save with lower monthly water bills over time. Since the program launched in Rockland and Orange counties in 2017, customers have redeemed more than 10,000 rebates.

Take advantage of Veolia's conservation program and start saving water and money. To check eligibility and apply for your rebate, visit [conserve.veolia.us](https://conserve.veolia.us).

**conserve**  
SAVE TODAY. SAVE TOMORROW.  
by **VEOLIA**