

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Conserve a precious natural resource by replacing outdated water fixtures and appliances with new, water-efficient models and save money by redeeming a Veolia rebate!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, you'll continue to save with lower monthly bills. Since the program launched in Rockland and Orange counties in 2017, customers have redeemed more than 12,000 rebates.

Take advantage of Veolia's conservation program and immediately start saving water and money! To check eligibility and apply for your rebate, visit conserve.veolia.us.

conserve

SAVE TODAY. SAVE TOMORROW.

by VEOLIA

Customer Service Centers

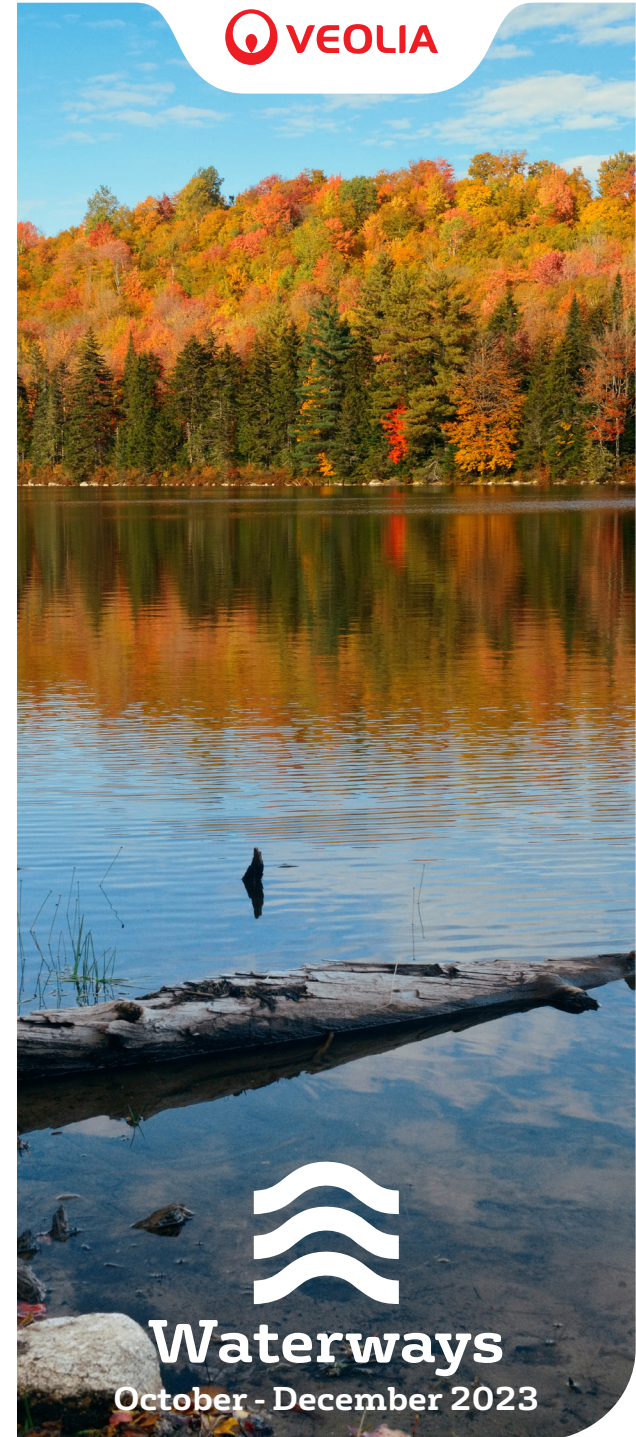
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VEOLIA



Waterways
October - December 2023



Prepare Pipes For Winter

Now's the time to take steps to prevent the pipes in your home from freezing this winter.

When temperatures begin to drop, pipes can freeze and possibly burst, causing flooding and costly water damage.

How can you reduce and eliminate the risk of frozen pipes and other cold-weather threats?

Below are a few tips to follow:

- ◆ Disconnect and drain the garden hose connection before the weather gets cold.
- ◆ If your water meter pipes have frozen in the past, wrap them in commercial insulation or heat tape available at hardware stores.
- ◆ If you plan to be away for an extended period of time, set the thermostat to a minimal heat setting to help protect pipes from freezing.
- ◆ Make sure the shut-off valves on either side of the water meter are working properly.

Place a tag on the main shut-off valve and make sure everyone knows how to operate it in case of an emergency.

mywater.veolia.us

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Single-Family Residential Conservation Rates*

Using less water conserves natural resources and helps you manage your water bill. Conservation rates help customers use water more efficiently. Veolia has three rate blocks (or tiers) where cost increases as water use increases. The most water-efficient homes (in the lower tiers) pay the lowest rates. Tracking your usage will also help you conserve. You can do this by creating an account at mywater.veolia.us.



Tier 1

1-5 CCF
The first
3,740 gallons



Tier 2

6-12 CCF
The next
5,236 gallons



Tier 3

13+ CCF
Over
9,724 gallons

Note: Represents cost of actual volume of water used. 1 CCF (or 100 cubic feet) = 748 gallons. Does not include other NY State Public Service Commission-approved fixed charges and surcharges. Different rates apply for multi-family and commercial customers.

Special Needs

Veolia provides services for customers with special needs including those with medical or financial hardships, disabilities or language barriers. This includes large print bills, translation services, payment plans and financial assistance. Financial assistance, for eligible households, is supported by Veolia Cares, administered in New York. Please contact Veolia's customer service numbers on the back of this brochure if you would like more information about these services.

Main Break Repairs


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.

FOLLOW US

 877-426-8969

 conserve.veolia.us

 Veolia Water New York

 @VeoliaWaterNY