

Don't Wait, Rebate!

With Veolia rebates, you can conserve a precious resource and save even more money every time you replace an outdated water fixture or appliance with a new water-efficient model.

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.** In addition, 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 nearly 14,000 rebates.

Take advantage of Veolia's conservation program that will help you save water and save money. To check eligibility and apply for your rebate, visit conserve.veolia.us.

conserve

SAVE TODAY. SAVE TOMORROW.

by  VEOLIA

Customer Service Centers

New York Operations

-  162 Old Mill Road
- West Nyack, NY 10994
- 877-426-8969
- csny@veolia.com

-  2525 Palmer Avenue
- New Rochelle, NY 10801
- 877-266-9101
- cswc@veolia.com

-  128 North Avenue
- Owego, NY 13827
- 800-694-7512
- cson@veolia.com



Waterways

April–June 2024

Your Rights as a Veolia Customer

The New York Public Service Commission protects and regulates your customer rights. As a residential customer, it is your right to:

- Receive water that meets federal and state quality regulations
- Not pay unreasonably high deposits as a condition of service
- Water service if you are a qualified applicant
- Have your water meter tested for accuracy once a year for free
- Continued service while a disputed charge is before the regulatory agency, provided undisputed charges are paid
- Prompt response to your questions or concerns
- Courteous service

Please contact a Customer Service Center listed on the back of this brochure for more information about your rights, deferred payment plans, termination of service or medical hardships.

FOLLOW US

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

Preparing for the Future, and Emergencies

In early April, our service territory experienced its first significant earthquake in over a decade. Our team immediately set out to inspect our systems to ensure we quickly identified and responded to any potential concerns. Fortunately, our infrastructure performed with resilience, which reflects our commitment to continuous maintenance, assessment and improvement.

Some of our improvements include:

- An aggressive main replacement program, which aims at retiring leak-prone pipes before they fail and result in service interruption.
- Engineering criteria that ensure improvements and additions to our surface and groundwater treatment facilities account for climate change.
- Advancements in supervisory control and data acquisition that give us near real-time ability to monitor and adjust operations to accommodate fluctuations in demand and other conditions.

Behind the scenes, our team is encouraged to explore new technologies and approaches that will make our overall operations as efficient as possible day to day, and as resilient as possible in emergencies. Visit mywater.veolia.us to learn more.

Educating for a Sustainable Future

For decades, we've been taking our commitment to water education into classrooms across our region. Veolia's free, in-class and virtual presentations are designed to teach students about water, conservation and the environment.

Our interactive lessons are endorsed by the Project WET Foundation (Water Education for Teachers) and geared to students in grades K-8. Contact us at 845-620-6239 for more information about our Outreach and Education Program.



Tap Into Watershed Recreation!

Veolia customers can enjoy access to our watershed for fishing, hiking and birding from **April 15 - November 30**.

Members of our Watershed Recreation Program get seasonal passes to a variety of beautiful properties, including our Oradell, Woodcliff Lake, Lake Tappan and Lake DeForest reservoirs.

To learn more, visit mywater.veolia.us and enter "recreation" in the search bar.

Get Smart About Lawn Watering

Did you know that watering your lawn can double your water usage? Consider using irrigation controllers to save water and money.

WaterSense-labeled irrigation controllers help create optimal watering schedules by using real-time local weather and landscape information. These smart controllers are more efficient than timer-based options because they're designed to match your lawn's actual water needs.

An average home can save nearly 8,800 gallons of water every year with WaterSense-labeled irrigation controllers.