



Waterways

October–December 2024

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.




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.

Please contact Veolia's customer service numbers on the back of this brochure if you would like more information about these services.

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 Veolia Water New York

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A Monthly Bill Discount of Up to 25% Is Now Available

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Veolia's Water Affordability Program is the first program in New York to offer eligible water utility customers a monthly bill discount. If you qualify, the discount will be applied to your meter facility charge, which can account for up to 25% of an average residential bill.

If you previously received assistance through the state's Low Income Household Water Assistance Program (LIHWAP), you will automatically be enrolled until the company's annual recertification. You are also eligible for the program if, in the last 12 months, you have participated in another utility affordability program or received assistance through qualifying government programs, including Medicaid, SSI, SNAP and HEAP.

In addition to receiving a monthly bill discount, qualified customers will also:

- Get double the Veolia rebate amount when purchasing certain water-saving appliances.
- Receive a one-time waiver of the reconnection fee each year if their service is shut off due to nonpayment.

This program is administered by NJ SHARES. If you believe you qualify, please contact NJ SHARES:

apply.njsharesgreen.org | info@njshares.org | (866) 657-4273

Visit mywater.veolia.us/nyaffordwater for more information and a complete list of qualifying government assistance programs.

Main 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.



Save Money, Save Water with Veolia Rebates

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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.** 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 14,000 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

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