

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 and through traditional and social media. Visit your town, county or state emergency management website for notifications about weather, traffic disruptions and other events.




We Offer Services for 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

-  mywater.veolia.us
-  Veolia Water New York
-  @VeoliaWaterNY

Customer Service Centers

 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

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



Waterways
January - March 2025



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 and get on track to save!

mywater.veolia.us

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

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.

You are eligible for the program if you participate in another utility affordability program or receive 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.



Save Money, Save Water with Veolia Rebates

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, a family would continue to save with lower monthly water bills over time. Since the program launched in 2017, customers have redeemed more than 14,000 rebates.

Veolia's conservation program is now available to all NY customers in Rockland, Westchester and Tioga counties. Start saving water and money by checking your eligibility and applying for your rebates at conserve.veolia.us.

