

## Financial Assistance Available

We know the past few years have been challenging for our customers. A global pandemic and rising inflation have caused financial difficulties for many of our customers.

**The Low Income Household Water Assistance Program (LIHWAP)** can help. This federally-funded program, administered by the State of New York, helps eligible households pay for the cost of water and sewer services and can help prevent shut offs.

Veolia customers in New York have already received over \$2.5 million in assistance.

To learn more about LIHWAP eligibility, income limits, and benefits, visit [otda.ny.gov/lihwap](https://otda.ny.gov/lihwap) or call 833-690-0208.

Our customer service team is also available to discuss payment plans.

## CONTACT US

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

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## Customer Service Centers

### New York Operations

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[cswc@veolia.com](mailto:cswc@veolia.com)

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



## 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Conserve a precious natural resource by replacing outdated water fixtures and appliances with new, water-efficient models, and save money by redeeming a Veolia rebate!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.** 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 more than 10,000 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](https://conserve.veolia.us).

**conserve**

SAVE TODAY. SAVE TOMORROW.

by **VEOLIA**

## Veolia Pledges \$750,000 to Community Programs

As part of its commitment to the communities it serves, Veolia has pledged \$750,000 to community programs and charitable causes in New York and \$1.8 million nationwide over a three-year period that began in 2022. A few of the Community Signature Programs that help resource the local environment, educational projects or social services are listed here:

### Rockland Planning Land Use with Students (PLUS) Program:

A unique program that inspires high school students to address the challenges of protecting natural resources and providing for the health and well-being of communities. This program is a partnership of Keep Rockland Beautiful, Columbia University Lamont-Doherty Earth Observatory and the Rockland Conservation & Service Corps, and the Rockland County Soil & Water Conservation District.

**STEM Exploration Camp:** St. Thomas Aquinas College: Veolia sponsored the college's STEM Exploration Summer Program, a one-week overnight learning experience for rising junior and senior high school students.

**Adaptive Hike Program:** In a partnership with the Westchester Parks Foundation, Veolia helped purchase two trail-capable, adaptive wheelchairs that will enable disabled residents to explore county parks and trails.

**E-Waste Recycling and Shredding:** In concert with the United Way of Westchester and Putnam, Veolia supported the disposal of sensitive materials and electronics by nonprofit organizations.



**FOLLOW US**

 877-426-8969

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

 Veolia Water New York

 @VeoliaWaterNY

## Let's Stop Theft Of Water Service

At Veolia, we do our best to provide great service at a reasonable price. Unfortunately, "theft of service" drives up your water bill. This occurs when an individual, business, or municipality tampers with a water meter or a fire hydrant to avoid paying for water that is used. Stealing water is a crime which raises costs for honest customers. In addition, illegal connections can create health and firefighting problems.

Here are some examples of theft of service:

- Unmetered service or bypassing the meter
- Irrigation connection before the meter
- Unauthorized fire hydrant use

If you see someone other than a Veolia employee or a firefighter operating a fire hydrant, call us. If you have a question about your connection, contact us so we can provide guidance about the matter.

Thanks for helping to stop theft of service.