

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Conserve a precious natural resource by replacing outdated water fixtures and appliances with new, water-efficient models and save money by redeeming a Veolia rebate!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

conserve


SAVE TODAY. SAVE TOMORROW.

by  VEOLIA

## Customer Service Centers

 162 Old Mill Road  
West Nyack, NY 10994  
877-426-8969  
[csny@veolia.com](mailto:csny@veolia.com)

 2525 Palmer Avenue  
New Rochelle, NY 10801  
877-266-9101  
[cswc@veolia.com](mailto:cswc@veolia.com)

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



**Waterways**  
July - September 2023

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## Water Quality Information

Providing our customers with water that meets or surpasses the standards for safe drinking water is our top priority. Each year, we produce a report that shows how your water quality compares to specific health and safety standards set by the United States Environmental Protection Agency (EPA), and state agencies like the New York State Department of Health (NYSDOH). The EPA and the NYSDOH require water suppliers to prepare annual water quality reports (also known as Consumer Confidence Reports) and make them available to customers. To view your report, please visit <https://mywater.veolia.us/water-in-my-area/water-quality-reports>. You can also call the customer service number on the back of this brochure to have a paper copy mailed to your home.



## CONTACT US

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

*In keeping with our commitment to the environment, this publication was printed on recycled paper.*

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## 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 \$3.3 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.

## Let's Stop Theft of Service

At about a penny a gallon, tap water is a great value. At Veolia, we do our best to provide safe and reliable service at a reasonable price. Unfortunately, "theft of service" drives up your water bill. This occurs when an individual or business tampers with a water meter or a fire hydrant to avoid paying for water they use. Stealing water is a crime that raises costs for honest customers. Illegal connections can also 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.

## FOLLOW US

☎ 877-426-8969



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



Veolia Water New York



@VeoliaWaterNY

## Be Prepared When Storms Strike!

Severe weather can develop suddenly. Having an emergency plan helps keep you safe and ready for any situation. As part of your plan:

- Place extra tap water in food-grade storage containers that have been cleaned with soap and water.
- Seal the containers with the original tops, label them "drinking water" and include a storage date.
- Store in a cool, dry place, away from direct sunlight and toxic substances such as gasoline or chemicals.

Other storm supplies to keep on hand include nonperishable dry and canned food, battery powered weather radios, first aid kits, flashlights and extra batteries.

