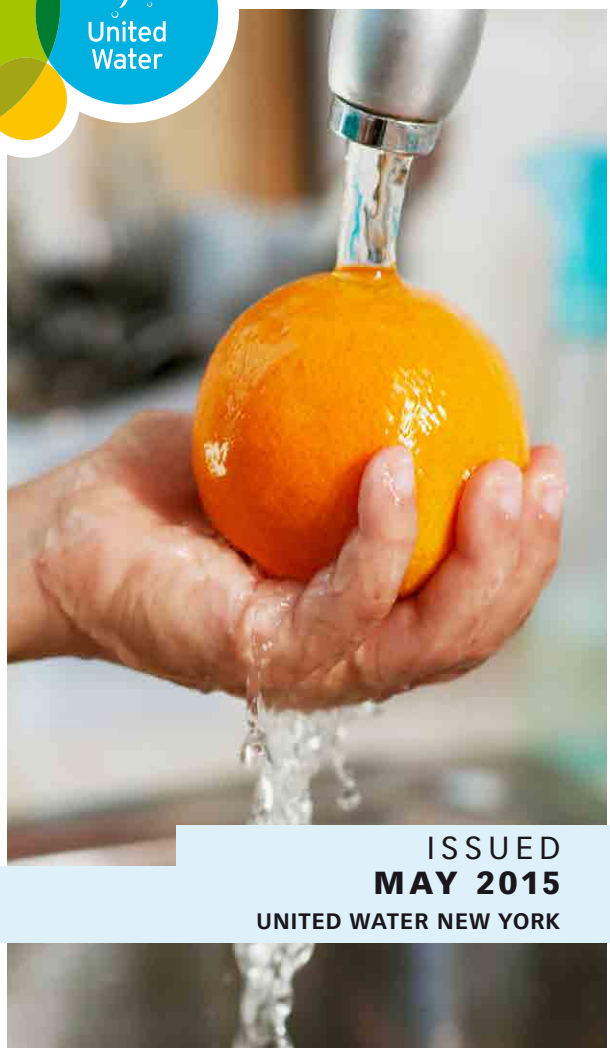
WATER QUALITY INFORMATION

ANNUAL WATER QUALITY REPORT



ISSUED
MAY 2015
UNITED WATER NEW YORK

Dear Customer,

United Water is dedicated to providing you and your family with water that is safe and healthy. At United Water, we take great pride in our ability to provide you with drinking water that meets—and often surpasses—all the health and safety standards set by the United States Environmental Protection Agency (USEPA), the New York State Department of Environmental Conservation (NYSDEC) and the New York State Department of Health (NYSDOH). Water is an essential element in our lives—it makes up 65 percent of our bodies, and health experts recommend that we drink eight glasses of water a day. That's why it's so important that we conduct the many tests that we do on your water. You can read more about these test results in this report.

As part of this commitment, we regularly test water samples to be sure that your water meets the safety standards. All the test results are on file with the NYSDOH, the agency that monitors and regulates drinking water quality in our state. Both the EPA and the NYSDOH require water suppliers to produce an Annual Water Quality Report for customers. This report provides important information about your drinking water. It shows how your drinking water measured up to government standards during 2014. Please read it carefully and feel free to call us at 845.623.1500, if you have any questions about your water or your service. You can contact the EPA Safe Drinking Water Hotline at 800.426.4791, the NYSDOH at 518.402.7713 or the RCDOH at 845.364.2608. If you have specific questions about water as it relates to your personal health, we suggest that you contact your health care provider.

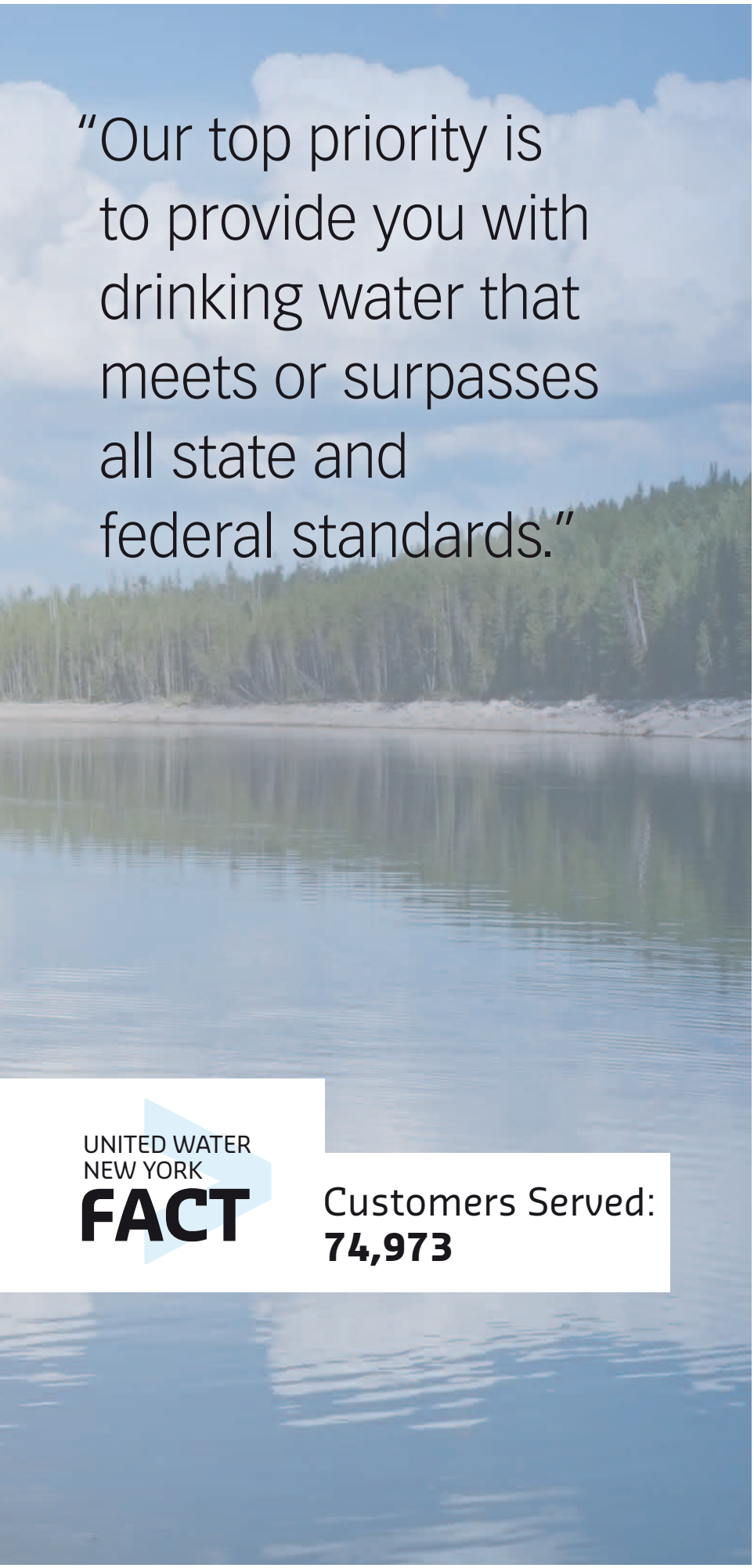
Sincerely,

Chris Graziano
General Manager

Who We Are

United Water New York, based in West Nyack, New York, provides water and wastewater service to approximately 300,000 people in Rockland and parts of Orange County. Its parent company, United Water, is one of the nation's leading environmental companies, providing water and wastewater services to approximately 5.3 million people in the United States. In addition to owning and operating 16 water and wastewater utilities, the company operates 84 municipal and industrial water and wastewater systems through innovative public-private partnerships and contract agreements. Founded in 1869, United Water is a subsidiary of SUEZ ENVIRONNEMENT.

United Water New York provides an average of 28.6 million gallons of water per day to customers in Rockland and Orange counties.



"Our top priority is to provide you with drinking water that meets or surpasses all state and federal standards."

UNITED WATER NEW YORK
FACT

Customers Served:
74,973

About Your Water Supply

United Water's public water system identification number is NY4303673. We provide service to approximately 300,000 people in Rockland and parts of Orange County. About 70 percent of our water supply is from various wells located throughout the county, and the remaining 30 percent is surface water supply from the Lake DeForest and Letchworth reservoirs. In 2014, United Water produced 10.43 billion gallons of water. We determined that 19.6 percent of the water we produced is non-revenue producing. This is water lost due to leaks, main breaks, under-registering meters, fire fighting, hydrant flushing and theft of service. On average about 45 inches of rain fall each year in the Hackensack River Watershed, which is the source of our surface water supply. Surface water is water from reservoirs, rivers, lakes and streams. This type of water, unlike groundwater, is stored on the earth's surface. Groundwater filters naturally through the layers of the earth. It is then stored in deep, porous rocks called aquifers.

The New York Public Service Commission sets water rates to cover the costs of providing service. The average residential customer uses approximately 3,000 cubic feet of water (22,440 gallons) per quarter, or approximately $827 annually (including taxes and surcharges). A typical dollar pays for system improvements, operations and maintenance, taxes, interest and debt, dividends and reinvestment and depreciation costs.

EPA Safe Drinking Water Hotline: 800.426.4791

Register for eBilling

By choosing paperless eBilling you will help protect and preserve our natural resources. Your eBill will be sent directly to your email inbox. It has the added benefit of allowing you to pay the bill directly from your bank account free of charge. To register for eBilling visit unitedwater.com or call the customer service number listed on your bill.

UNITED WATER
NEW YORK
FACT SERVICE POPULATION: **303,381**

Source Water Assessment Program

In 2004 the New York State Department of Health completed a source water assessment for this system based on available information. Possible and actual threats to this drinking water source were evaluated. The state source water assessment includes a susceptibility rating based on the risk posed by each potential source of contamination and how easily contaminants can move through the subsurface to the wells and to the surface water source. The susceptibility rating is an estimate of the potential for contamination of the source water.

It does not mean that the water delivered to consumers is or will become contaminated. See the Water Quality Table for a list of the contaminants that have been detected. The source water assessments provide resource managers with additional information for protecting source waters into the future.

In 2014, our water was derived from 60 drilled wells and from Lake DeForest and the Letchworth reservoirs. The source water assessment has rated the drilled wells as having a high susceptibility to microbials, nitrates and industrial solvents and a high susceptibility to other industrial contaminants. These ratings are due primarily to the close proximity of permitted discharge facilities (industrial/commercial facilities that discharge wastewater into the environment and are regulated by the state and/or federal government) to the wells and the associated industrial activity in the assessment area. In addition, some of the wells draw from fractured bedrock and the overlying soils do not provide adequate protection from potential contamination.

This assessment also found Lake DeForest to have an elevated susceptibility to contamination. Due to the amount of residential lands in the assessment area, there is an elevated potential for contamination from pesticides, sediments, DBP precursors, phosphorus and microbials. There is also noteworthy susceptibility to contamination from other sources including Chemical Bulk Storage (CBS) facilities and Hazardous Substances Emergency Events Surveillance (HSEES) facilities. Hydrologic characteristics (e.g. basin shape and flushing rates) generally make reservoirs highly sensitive to existing and new sources of phosphorus and microbial contamination.

While the source water assessment rates our wells and Lake DeForest as being susceptible to microbials, nitrates and other contaminants, please note that our water is disinfected and treated to ensure that the finished water delivered into your home meets New York State's drinking water standards.

Susceptibility Rating for United Water New York

Well Name	Well Number	Microbials	Nitrates	VOCs	Others
Spring Valley	1A	MH	H	H	H
Spring Valley	4	MH	H	H	H
Spring Valley	6	H	VH	H	H
Nanuet	13	MH	H	H	H
Tappan	16	MH	H	H	H
Spring Valley	17	MH	H	H	H
New Hempstead	18	MH	MH	MH	MH
Bardonia	19	H	H	H	H
Tappan	20	MH	MH	MH	MH
Germonds	21	MH	MH	MH	MH
Pearl River	22	MH	MH	NR	NR
New City	23	MH	H	H	MH
New Hempstead	24	H	H	H	H
Tallman	26	MH	H	H	H
River Road	27	MH	H	H	H
Viola	28	H	H	H	H
Lake Road	29A	MH	MH	H	H
Monsey	30	MH	MH	MH	MH
Monsey	31	MH	H	H	H
Wesel Road	32	MH	MH	MH	MH
Pomona	37	MH	MH	MH	MH
Pomona	38	MH	MH	MH	MH
Catamount	42A	NR	NR	NR	NR
Thiells	50	H	H	H	H
Thiells	51	H	H	H	H
Saddle River	53	NR	MH	MH	MH
Catamount	54A	NR	NR	NR	NR
Nottingham	55	MH	MH	MH	MH
Willow Tree	56	H	H	MH	MH
Norge	64	H	MH	MH	MH
Pascack Rd	65	H	VH	H	H
Elmwood	66	MH	H	H	H
Grandview	67	MH	MH	H	H
Cherry Lane	68	MH	MH	NR	NR
Pinebrook	69	MH	H	H	H
Birchwood	70	MH	MH	H	MH
Eckerson	71	H	H	MH	MH
Rustic Drive	72	MH	H	MH	MH
Lake Shore	73	MH	MH	MH	MH
Grandview	78	NR	NR	MH	MH
Westgate	79	H	H	H	H
Exkerson	82	MH	H	H	H
Grotke	83	H	H	MH	MH
Ramapo	85	VH	VH	VH	H
Ramapo	93	VH	VH	VH	H
Ramapo	94	VH	VH	VH	H
Ramapo	95	VH	VH	VH	H
Ramapo	96	VH	VH	VH	H
Ramapo	97	VH	VH	VH	H
Ramapo	98	VH	VH	VH	H
Ramapo	99	VH	VH	H	H
Ramapo	100	H	H	H	H
Viola	106	H	MH	MH	MH

Key: Medium, High, Very High Susceptibility

About Your Water Quality

As state regulations require, we routinely test your drinking water for numerous contaminants, including total coliform, turbidity, inorganic compounds, nitrate, nitrite, lead and copper, volatile organic compounds, radioactive contaminants, total trihalomethanes and synthetic organic compounds. The Water Quality Table shows which compounds were detected in your drinking water.

Detailed analytical testing information concerning each of United Water's sources is included in a supplement to this statement. This information is available for review at the Finkelstein Memorial Library, 24 Chestnut Street, Spring Valley, New York. The phone number is 845.352.5700. Additionally, a copy of the supplement may be reviewed by contacting United Water's Customer Service Department at 845.623.1500, option 1.

Is Our Water System Meeting Other Rules?

United Water New York met or surpassed all state and federal drinking water requirements in 2014.

UNITED WATER NEW YORK

FACT

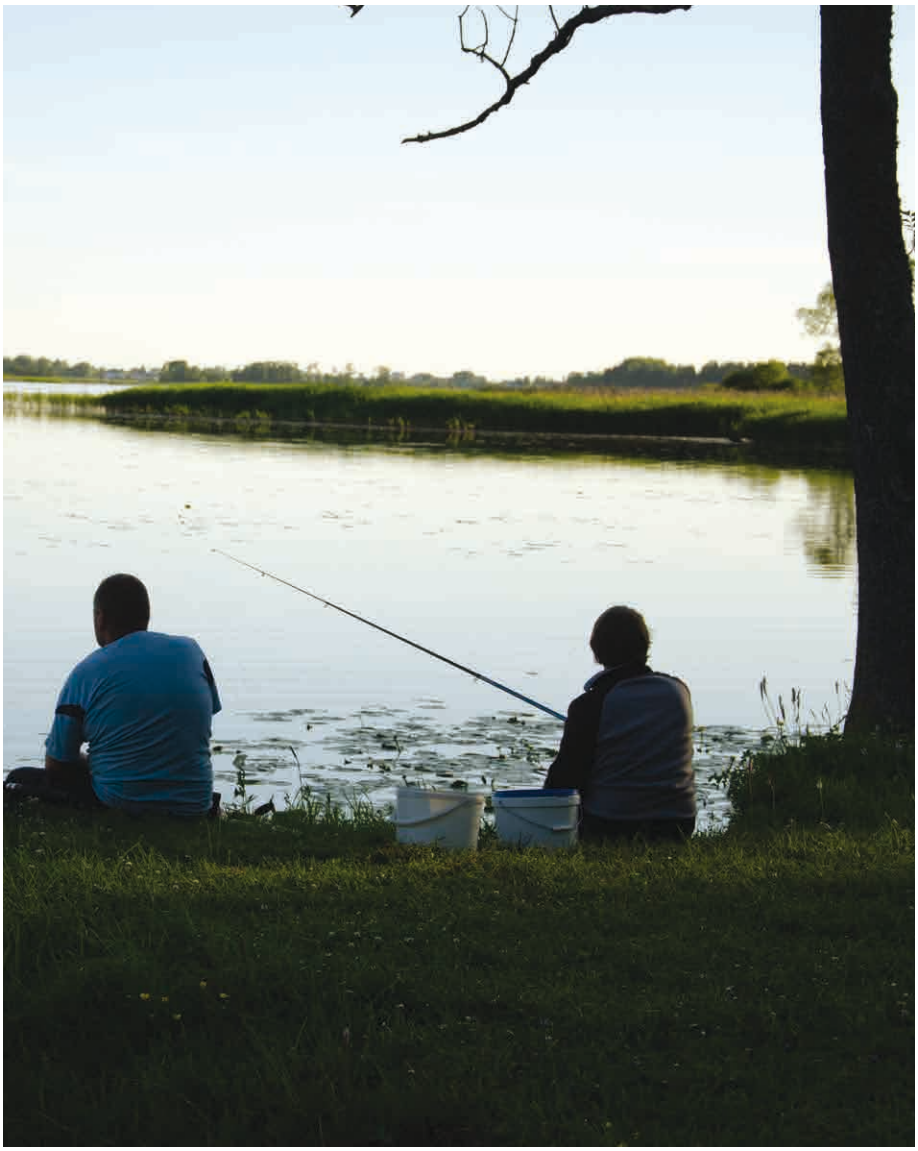
MILES OF MAINS: **1,056**

The heart of our mission is providing water that is safe to drink and protecting the nation's waterways.

Watershed Recreation Program

United Water's Watershed Recreation Program opens the door to a world of outdoor enjoyment. The program, which runs from April 1 through November 30, enables our customers to enjoy the wooded lands surrounding our reservoirs for fishing or bird watching. For a nominal application fee, your watershed recreation permit will give you access to Oradell, Lake Tappan, and Lake DeForest reservoirs. A wheelchair accessible area is located at Lake Tappan Reservoir. If you plan to fish, you will also need a valid state fishing license.

For a Watershed Recreation application, please visit www.watersheduw.com or call 845-623-1500.



About the Treatment Process

We treat both groundwater and surface water to remove impurities. Our laboratory regularly tests the quality of the water before, during and after the treatment process. We monitor it for dozens of substances and detected those listed on the Water Quality Table. We also monitor for turbidity which is a measure of the cloudiness of water because it is a good indicator of the effectiveness of our filtration system. Our job is to provide you and your family with water that meets all government standards for health and safety. The treatment process differs depending upon whether the water is from our wells, Lake DeForest Water Treatment Plant or Letchworth Water Treatment Plant.

Lake DeForest Water Treatment Plant
Physical treatment includes traveling screens, aeration (Dissolved Air Flotation - DAF) and filtration (dual media). Chemical treatment includes potassium permanganate (prior to traveling screens), anionic polymer (prior to aeration), alum (prior to flocculation), sodium hypochlorite (prior to flocculation, prior to filtration and post-filtration) and polyphosphates (post-filtration). Sodium hypochlorite is added to protect against microbiological contamination and sodium hydroxide and polyphosphates are added to reduce corrosion of metal piping and plumbing.

Letchworth Water Treatment Plant
Water comes from any one of three reservoirs that are within the Palisades Interstate Park property. The treatment process employs conventional methods including chemical addition, mixing, flocculation, sedimentation, filtration, disinfection and corrosion control. The process is similar to the process used at Lake DeForest with the exception of the DAF process.

Supply from Wells
All wells are treated with sodium hypochlorite for disinfection and polyphosphates for corrosion control. Certain wells receive additional treatment through granular activated carbon filtration, aeration and/or ultraviolet disinfection. Wells that have been determined to be GWUDI (Ground Water Under Direct Influence of Surface Water) employ additional treatment steps including ultraviolet disinfection and filtration.

Drinking Water Quality – The water quality table shows how the quality of your drinking water in 2014 compared to the standards set by the New York State Department of Health.

Water Quality Characteristics

Inorganic Chemicals	MCLG	MCL	Average Result	Highest Result	Range of Results	Violation	Likely Source
Arsenic ppb [1]	0	10	0.9	7.0	ND - 7.0	No	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium ppm	2	2	0.21	0.55	0.010 - 0.55	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Chromium ppb	100	100	ND	2	ND - 2	No	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride ppm	4	4	ND	0.14	ND -0.14	No	Erosion of natural deposits; discharge from fertilizer and aluminum factories
Nickel ppb	NA	100	ND	7	ND - 7	No	Erosion of natural deposits
Nitrate as nitrogen ppm	10	10	1.42	3.31	0.02 - 3.31	No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits

Lead and Copper	MCLG	AL	90th Percentile	Range of Results	Violation	Likely Source
Lead ppb [2]	0	15	2.66	ND - 10.9	No	Corrosion of household plumbing
Copper ppm [2]	1.3	1.3	0.523	ND - 1.31	No	Corrosion of household plumbing

Microbiologicals	MCLG	MCL	Average Result	Range of Results	Violation	Likely Source
Total coliforms (% in monthly samples)	0	<5% monthly positive samples	0.5%	0.0% - 2.4%	No	Naturally present in the environment

	MCLG	MCL	Level Found	Range of Results	Date of Sample	Violation	Likely Source
Turbidity NTU [3]	NA	TT=1NTU TT=95% <0.3NTU	0.81 99.44%	<0.01 - 0.81 99.44% - 100%	Sept 2014	No	Soil run-off

	MCLG	MCL	Average Result	Range of Results	Violation	Likely Source
Distribution Turbidity NTU	NA	5	0.26	0.05 - 2.68	No	Sediment, iron and manganese

Disinfectant Residual	MCLG	MCL	Average Result RAA	Highest Result RAA	Range of Results (individual sites)	Violation	Likely Source
Distribution Chlorine Residual ppm	NA	4	1.05	1.08	0.07 - 2.33	No	Water additive used to control microbes

	MCLG	MCL	Average Result	Range of Ratio	Lowest Ratio	Violation	Likely Source
TOC Removal Ratio (RAA)	NA	>=1	1.09	1.00 - 1.67	1.09	No	Naturally present in the environment

Radionuclides	MCLG	MCL	Average Result	Range of Results	Violation	Likely Source
Alpha emitters - pCi/L	0	15	ND	ND - 5.24	No	Erosion of natural deposits
Beta/photon emitters mrem/yr	0	4	ND	ND - 2E-04	No	Decay of natural and man-made deposits
Combined radium pCi/L	0	5	2.2	ND - 1.20	No	Erosion of natural deposits
Uranium ug/L	0	30	3.61	ND - 9.40	No	Erosion of natural deposits

Organic Chemicals (volatile)	EPA MCLG	EPA MCL	New York MCL	Average Result	Range of Results	Violation	Likely Source
tetrachloroethylene ppb	0	5	5	ND	ND - 2.86	No	Discharge from factories and dry cleaners; waste sites; spills
trichloroethylene ppb	0	5	5	ND	ND - 0.87	No	Discharge from metals degreasing sites and other factories

Organic Chemicals (pesticides, herbicides, polyaromatic hydrocarbons)	EPA MCLG	EPA MCL	New York MCL	Average Result	Range of Results	Violation	Likely Source
chlordane ppb	0	2	2	0.34	ND - 0.34	No	Residue of banned termiticide
Dieldrin ppb	0	5	5	ND	ND - 0.03	No	Residue of insecticide

Disinfection By-Products (Stage 2)	EPA MCLG	EPA MCL	NY MCL	Highest LRAA Result	Range of Results (individual sites)	Violation	Likely Source
TTHMs (Total Trihalomethanes) ppb [4] (thms: bromoform, bromodichloromethane, chlorodibromomethane, chloroform)	NA	80	80	72.2	5.0 - 112.2	No	By-product of drinking water disinfection
HAA5 (Haloacetic Acids) ppb [4] (HAA5: dibromoacetic acid, dichloroacetic acid, monobromoacetic acid, monochloroacetic acid, trichloroacetic acid)	NA	60	60	43.1	ND - 50.4	No	By-product of drinking water disinfection

Notes:

1 – The average result represents the running annual average of this contaminant. The range of results represents individual samples collected in 2014.

2 – The level presented represents the 90th percentile of the 206 sites tested. A percentile is a value on a scale of 100 that indicates the percent of a distribution that is equal to or below it. The 90th percentile is equal to or greater than 90% of the lead values detected in your water system. In this case, 206 samples were collected in your water system and the 90th percentile value was the 93rd (2.39 ppb) sample during the first round and the 93rd sample (2.66 ppb) during the second round. The action level for lead was not exceeded at any of the sites tested. The action level for copper was not exceeded at any of the sites tested.

3 – Turbidity is a measure of the cloudiness of the water. We test it because it is a good indicator of the effectiveness of our filtration system. Our highest single turbidity measurement (0.81 NTU) for the year occurred in September. State regulations require that turbidity must always be below 1 NTU. The regulations require that 95% of the turbidity samples collected have measurements below 0.3 NTU.

4 – DBP max levels in the range of results are site specific. Please note that the high value in the range does not result in an MCL violation, since compliance is based on the LRAA.

Definitions

Action Level (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

LRAA: Locational running annual average.

Maximum Contaminant Level (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible.

Maximum Contaminant Level Goal (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum Residual Disinfectant Level (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum Residual Disinfectant Level Goal (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contamination.

Micrograms per liter (ug/l): Corresponds to one part of liquid in one billion parts of liquid (parts per billion - ppb).

Milligrams per liter (mg/l): Corresponds to one part of liquid in one million parts of liquid (parts per million - ppm).

Million Fibers per Liter (MFL): A measure of the presence of asbestos fibers that are longer than 10 micrometers.

Millirems per year (mrem/yr): A measure of radiation absorbed by the body.

Nanograms per liter (ng/l): Corresponds to one part of liquid to one trillion parts of liquid (parts per trillion - ppt).

Nephelometric Turbidity Unit (NTU): A measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

Non-Detects (ND): Laboratory analysis indicates that the constituent is not present.

Picocuries per liter (pCi/L): A measure of the radioactivity in water.

Picograms per liter (pg/l): Corresponds to one part per of liquid to one quadrillion parts of liquid (parts per quadrillion - ppq).

ppb Parts per billion: Corresponds to one part of liquid in one billion parts of liquid.

ppm Parts per million: Corresponds to one part of liquid in one million parts of liquid.

RAA: Running annual average.

Treatment Technique (TT): A required process intended to reduce the level of a contaminant in drinking water.

Other Substances	New York MCL	Average Result	Range of Results**	Violation	Likely Source
Alkalinity ppm	NA	161	8 - 337	No	Natural mineral
Aluminum ppb	NA	ND	ND - 70	No	Treatment process
Calcium ppm	NA	64	2 - 142	No	Natural mineral
Chloride ppm	250	66	6 - 179	No	Natural mineral, road salt
Color CU	15	3	2 - 7	No	Natural mineral and organic matter
Specific Conductance umhos	NA	655	54 - 1080	No	Natural mineral
Corrosivity	Non-corrosive	Non-corrosive	Non-corrosive	No	Natural mineral, road salt
Hardness (as CaCO3) ppm	NA	148	2 - 401	No	Natural mineral
Iron ppb*	300	ND	ND - 89	No	Erosion of natural deposits
Manganese ppb*	300	ND	ND - 160	No	Erosion of natural deposits
Odor TON	3	1C	N - 3C	No	Naturally occurring, chlorine
pH	6.5-8.5	7.6	6.3 - 8.7	No	Natural mineral, treatment process
Orthophosphate ppm	NA	0.20	0.03 - 2.67	No	Treatment process
Sodium ppm	NA	34	8 - 109	No	Natural mineral, road salt
Sulfate ppm	250	18	5 - 42	No	Natural mineral
Total Dissolved Solids ppm	NA	250	24 - 567	No	Natural mineral
Zinc ppm	5	ND	ND - 0.04	No	Natural mineral

*Sequestering agent used for treatment of iron and manganese.

Health Effects

Health Note for Sodium: Water containing more than 20 ppm of sodium should not be used for drinking water by people on diets that severely restrict sodium. Water containing more than 270 ppm of sodium should not be used for drinking by people on diets that moderately restrict sodium.

Unregulated Contaminant Monitoring Rule 3 (UCMR3)

Substance	EPA MCLG	EPA MCL	NY MCL	Highest Result	Range of Results	Violation	Likely Source
Chromium ppb	NA	NA	NA	1.2	ND - 1.2	NA	Prevalent natural element
Molybdenum ppb	NA	NA	NA	1.0	ND - 1.0	NA	Common sources of molybdenum include legumes and lentils, grains, leafy vegetables, liver, and nuts
Strontium ppb	NA	NA	NA	570	14 - 570	NA	Naturally occurring element
Vanadium ppb	NA	NA	NA	5.1	ND - 5.1	NA	Naturally occurring element
1,4-Dioxane ppb	NA	NA	NA	0.50	ND - 0.50	NA	Used as a solvent, cleaning agent, chemical stabilizer, surface coating, adhesive agent, and an ingredient in chemical manufacture
Chlorate ppb	NA	NA	NA	1000	21 - 1000	NA	Known by-product of the drinking water disinfection process, forming when sodium hypochlorite or chlorine dioxide is used in the disinfection process
Chromium (VI) ppb	NA	NA	NA	3.40	ND - 3.40	NA	Industries that process or use chromium, chromium compounds, or chromium processes
1,1-Dichloroethane ppb	NA	NA	NA	54	ND - 54	NA	VOCs are used in many industrial processes in the creation of consumer products. VOCs are also essential ingredients in many personal care products and other materials including fragrances, paints, lubricants, adhesives, cleaners, gasoline additives, home furnishings, and more
Chloro-difluoro-methane mg/l	NA	NA	NA	84	ND - 84	NA	VOCs are used in many industrial processes in the creation of consumer products. VOCs are also essential ingredients in many personal care products and other materials including fragrances, paints, lubricants, adhesives, cleaners, gasoline additives, home furnishings, and more

Additional information about unregulated contaminants can be found at the following link, courtesy of American Water Works Association: http://www.drinktap.org/home/water-information/water-quality/ucmr3.aspx

Health Note

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA Safe Drinking Water Hotline at 800.426.4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons, such as those with cancer undergoing chemotherapy, those who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly individuals, and infants can be particularly at risk from infections. Those listed should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infections by cryptosporidium and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline at 800.426.4791.

Join Our Customer Advisory Panel

Our customer advisory panel provides input on various programs offered by United Water and helps us find better ways to improve our service. Members discuss topics that range from water quality issues to new service offerings.

If you're interested in learning more, please call us at 845.623.1500.

Arsenic Information

We have learned through our testing that some contaminants have been detected; however, these contaminants were detected below current federal drinking water requirements. Although our water was compliant with the MCL for arsenic, some of our results were greater than one-half of the MCL. Therefore, we are required to present the following information on arsenic in drinking water:

New York State and EPA have promulgated a drinking water arsenic standard of 10 parts per billion. While your drinking water meets the standard for arsenic, it does contain low levels of arsenic. The standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. EPA continues to research the health effect of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

Lead Information

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Your water is lead free when it leaves our treatment plant. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. United Water New York is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking and cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the EPA's Safe Drinking Water hotline at 800.426.4791 or by visiting the EPA website at www.epa.gov/safewater/lead.

Conservation Tips

United Water encourages its customers to use water wisely. Here are some simple steps you can take to save water.

- Check every faucet in your home for leaks. Just a slow drip can waste almost 6,000 gallons per year.
- Check your toilet for leaks by putting a few drops of food coloring in the tank. If you see color in the toilet bowl after 15 minutes, you have a leak. Fixing a toilet leak can save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances and then check the meter reading over a 15 minute period. If the meter moves, you have a leak that should be repaired.
- Plant a xeriscape or conservation garden using native or drought tolerant plants.
- Use pesticides and fertilizers sparingly and only according to the manufacturer's instructions.

How Rates Are Determined

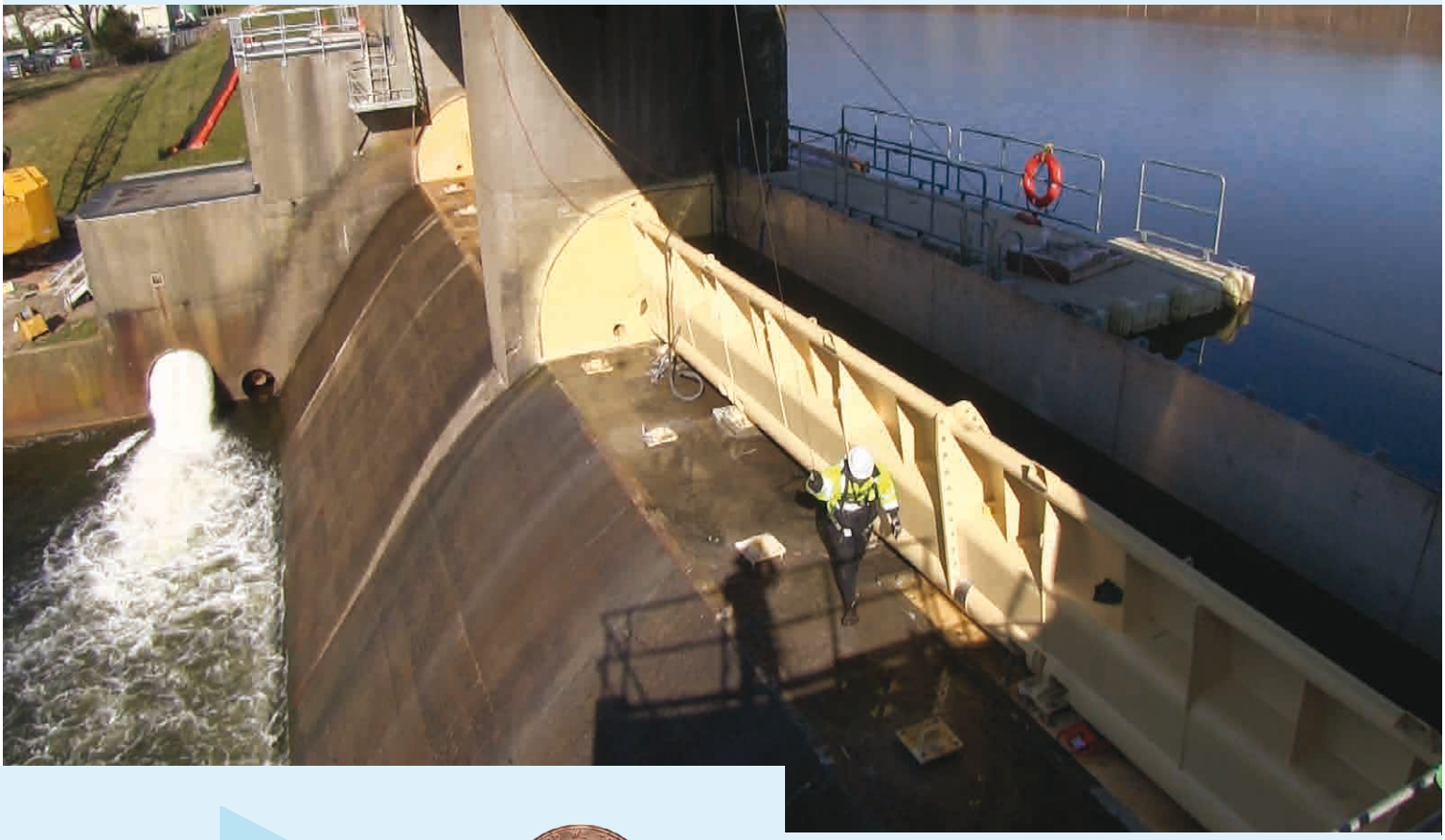
With last year's switch to monthly billing, customers are noticing that water is the least expensive bill when compared to other utilities such as cell phone, cable or electricity. For about a penny per gallon, United Water collects, stores, treats, tests and delivers water 24 hours a day, seven days a week. The company also makes proactive investments to stay ahead of ever-growing regulations.

From time to time, United Water files a rate case to address the costs of providing safe and reliable service. The New York State Public Service Commission (PSC) is responsible for setting rates and ensuring that adequate service is provided by utilities. Any proposed increase in rates is subject to their detailed review and decision. To begin, the company submits a filing to demonstrate the need for a rate increase. This includes estimates of expenses, such as operating expenses (labor, energy, chemicals, benefits, materials, fuel, etc.), depreciation expense, taxes, a return on investor-provided capital, and recognition of utility plant additions.

As an example, United Water New York invested $175 million in infrastructure during the last eight years. This involved upgrading or replacing critical assets like treatment plants, dams, and underground water mains. It should also be noted that taxes make up about 33 percent of a customer's water bill.

The Department of Public Service staff team analyzes the rate filing and represents the public interest. An Administrative Law Judge presides over the case, hears all the evidence and provides recommendations to the PSC. Rate cases proceed in an entirely open process with opportunity for stakeholder input. Commission deliberations are held in public meetings and a written order is issued resolving all outstanding issues and matters necessary to determine the utility company's revenue requirements and the amounts to charge customers.

To read more about the rate case review process in New York, visit the PSC website: http://on.ny.gov/1CQYDd3.



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