

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Conserve a precious natural resource by replacing outdated water fixtures and appliances with new, water-efficient models, and save money by redeeming a Veolia rebate!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 12,000 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.

conserve

SAVE TODAY. SAVE TOMORROW.

by **VEOLIA**

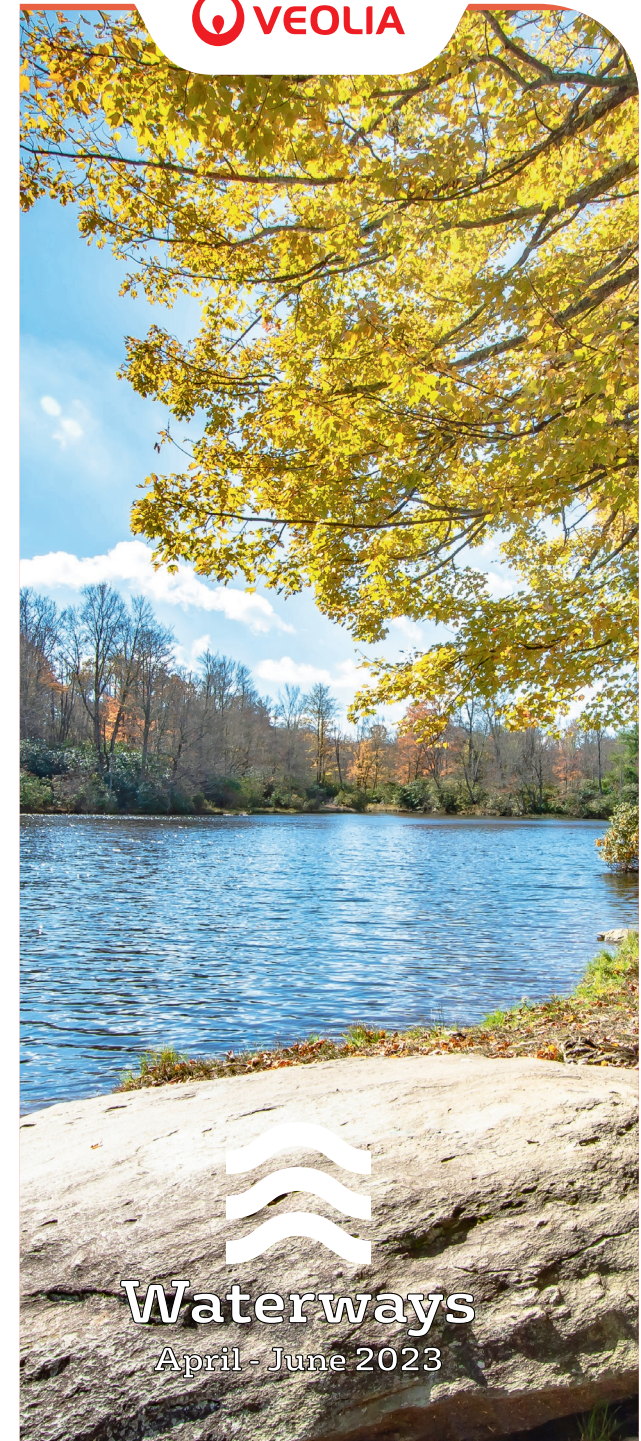
Customer Service Centers

New York Operations

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csny@veolia.com

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Waterways
April - June 2023

Your Rights as a Veolia Customer

The New York Public Service Commission protects and regulates your customer rights. As a residential customer, it is your right to:

- Receive water that meets federal and state quality regulations
- Not pay unreasonably high deposits as a condition of service
- Water service if you are a qualified applicant
- Have your water meter tested for accuracy once a year for free
- Continued service while a disputed charge is before the regulatory agency, provided undisputed charges are paid
- Prompt response to your questions or concerns
- Courteous service

Please contact a Customer Service Center listed on the back of this brochure for more information about your rights, deferred payment plans, termination of service or medical hardships.

CONTACT US

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 or call 833-690-0208.

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

Educating for a Sustainable Future

For decades, we've been taking our commitment to water education into classrooms across our region. Veolia's free, in-class and virtual presentations are designed to teach students about water, conservation and the environment. Our interactive lessons are endorsed by the Project WET Foundation (Water Education for Teachers) and geared to students in grades K-8. Contact us at 845-620-6239 for more information about our Outreach and Education Program.



Smart Lawn Watering = Lower Bills

Did you know that watering your lawn can double your water usage? Consider using irrigation controllers to save water and money.

WaterSense-labeled irrigation controllers help create optimal watering schedules by using real-time local weather and landscape information. These smart controllers are more efficient than timer-based options because they're designed to match your lawn's actual water needs.

An average home can save nearly 8,800 gallons of water every year with WaterSense-labeled irrigation controllers.

Tap Into Watershed Recreation!

Veolia customers can enjoy access to our watershed for fishing, hiking and birding from **April 15 - November 30**.

Members of our Watershed Recreation Program get seasonal passes to a variety of beautiful properties, including our Oradell, Woodcliff Lake, Lake Tappan and Lake DeForest reservoirs.

To learn more, visit mywater.veolia.us and enter "recreation" in the search bar.