



## Main Break Repairs

Every water company experiences main breaks from time to time, and explained below is how Veolia responds when this occurs.

First, we send an inspector to assess the problem and arrange for the repair crew, equipment and materials. Before we can begin to dig, we are required by law to wait for mark-outs from other utilities to locate gas lines, sewer lines, telephone lines, cable lines or traffic control systems. This critical step ensures the safety of the community, our employees and other responders.

Most water main breaks are repaired within hours, but on occasion, it may take longer due to a difficult location, topography, weather conditions, fire protection concerns or impact on customers.

In all cases, Veolia works to make the repair with the least interruption to our customers. For Veolia, restoring service quickly and safely goes hand-in-hand. Breaks can happen at any time, and Veolia appreciates your patience should a main break occur in your neighborhood.

## Customer Service Centers

### Rockland and Orange Counties

162 Old Mill Road, West Nyack, NY 10994  
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.  
Email: [csny@veolia.com](mailto:csny@veolia.com) | Tel: 877.426.8969

### Westchester County

2525 Palmer Avenue, New Rochelle, NY 10801  
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.  
Email: [cswc@veolia.com](mailto:cswc@veolia.com) | Tel: 877.266.9101

### Forest Park and Heritage Hills

162 Old Mill Road, West Nyack, NY 10994  
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.  
Email: [csny@veolia.com](mailto:csny@veolia.com) | Tel: 877.426.8969

### Owego and Nichols

128 North Avenue, Owego, NY 13827  
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.  
Email: [cson@veolia.com](mailto:cson@veolia.com) | Tel: 800.694.7512

[f](#) VeoliaWaterNY [t](#) @VeoliaWaterNY

### North Jersey Bergen and Hudson Counties

69 Devoe Place, Hackensack, NJ 07601  
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.  
Email: [csnj@veolia.com](mailto:csnj@veolia.com) | Tel: 800.422.5987

[f](#) VeoliaWaterNJ [t](#) @VeoliaWaterNJ

### South Jersey

69 Devoe Place, Hackensack, NJ 07601  
Office Hours: Monday – Friday: 8:00 a.m. – 4:30 p.m.  
Email: [cstr@veolia.com](mailto:cstr@veolia.com) | Tel: 877.565.1456

[f](#) VeoliaWaterSJ [t](#) @VeoliaWaterSJ

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

In keeping with our commitment to the environment, this publication was printed on recycled paper. ©2022 Veolia

BI-WW-046100122  
BI-WW-053100122  
BI-WW-055100122  
BI-WW-100100122  
BI-WW-200100122



# Waterways

October – December 2022

## Tap Water — Life's Essential Resource

Every day, about 60 million plastic bottles are disposed of in the United States, and every day high-quality, clean tap water is delivered straight to the homes and businesses of millions of customers without the use of a single plastic bottle.

Veolia treats and delivers water to customer taps 24 hours a day and is subject to quality standards that often exceed those of bottled water. At a price that can be hundreds of times less expensive than bottled, tap water is clearly better for the environment and is better for your wallet too!

Most people do not spend much time thinking about tap water other than turning on the tap and it is always there. The process for tap water delivery requires the collection of water, purification and distribution through many miles of pipe and constant testing to ensure reliable service and quality. At Veolia, we deliver on our commitment to excellence by investing in our infrastructure, technology and experienced professionals to make certain the whole process flows effectively.



## Prepare Pipes for Winter

The fall season is the perfect time to take steps to help prevent the pipes in your home from freezing this winter.

When temperatures begin to drop, pipes begin to freeze and possibly burst, causing flooding and costly water damage if preventive measures are not taken in homes and businesses.

How can you reduce and eliminate the risk of frozen pipes and other cold-weather threats?

### Below are a few tips to follow:

- Disconnect and drain the garden hose connection before the weather turns cold.
- If your water meter pipes have frozen in the past, wrap them in commercial insulation or heat tape available at hardware stores.
- If you plan to be away for an extended period of time, set the thermostat to a minimal heat setting to help protect pipes from freezing.
- Make sure the shut-off valves on either side of the water meter are working properly.

Place a tag on the main shut-off valve and make sure everyone knows how to operate it in case of an emergency.

## Keep Our Waterways Clean

Fall is a great time to get outside and help maintain a clean environment to reduce pollution, preserve the ecosystem, protect endangered species and help preserve natural resources.

Litter on streets and shorelines are major sources of trash in all bodies of water, and removal of this debris is critically important in maintaining the environment.

Veolia is committed to the protection of our oceans, bays, rivers and streams, and we regularly organize company teams to participate in local clean-ups. We also ask our residents and businesses to help keep our waterways trash-free too. Please place waste and recycling in the proper place and keep sidewalks and gutter areas clean. Together we can eliminate refuse from impacting the health of our natural resources!

## Special Needs

Veolia provides services for customers with special needs including those with medical or financial hardships, disabilities or language barriers. This includes large print bills, translation services, payment plans and financial assistance. Financial assistance, for eligible households, is supported by Veolia Cares, administered in New Jersey and New York. Please contact Veolia's customer service numbers on the back of this brochure if you would like more information about these services.