

YOUR RIGHTS & RESPONSIBILITIES

AS A CUSTOMER OF THE

 **Water Authority**
of Western Nassau County



1580 UNION TPKE, NEW HYDE PARK, NY 11040-1762
Tel (516) 327-4100 Fax (516) 327-4132
WWW.WAWNC.ORG

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Introduction

The Water Authority of Western Nassau County (the “Water Authority”) is a corporate governmental agency constituting a public benefit corporation which was organized and exists under and by virtue of the laws of the State of New York.

The Water Authority provides the essential services of extraction, treatment, distribution and sale of water for residential, commercial, industrial and public and private fire protection purposes. Its source of water supply is from underground water aquifers.

The Water Authority is governed by a Board of Directors consisting of nine members, two appointed by the Town of Hempstead, one appointed by the Town of North Hempstead and one member each appointed by the village boards of the Villages of Bellerose, Floral Park, Garden City, New Hyde Park, South Floral Park and Stewart Manor. Each member’s term is for a period of two years.

The Water Authority has approximately 28,000 customers, serving a population of about 120,000 in the Incorporated Villages of Bellerose, Floral Park, New Hyde Park, South Floral Park, Stewart Manor, and portions of Garden City and Malverne and in the unincorporated areas of Elmont, Floral Park Centre, New Hyde Park, North Valley Stream, and a portion of Franklin Square.

Water quality monitoring of all public supply wells and treated water in the distribution system is performed routinely in accordance with requirements of the Nassau County Department of Health. Water samples are analyzed for the presence of coliform bacteria, turbidity, inorganic compounds, nitrate, lead and copper, volatile organic contaminants, total trihalomethanes, disinfection byproducts,

perchlorate, synthetic organic pesticides. Sample analysis is performed by an independent, outside laboratory certified by the NY State Department of Health, and copies of all test results are provided to the Nassau County Department of Health. Each year a copy of the Water Authority's Annual Water Quality Report/Consumer Confidence Report, which provides an overview of the previous year's water quality, is mailed to each customer. Additional copies are available at our web site, www.wawnc.org or upon request.

Water provided to our customers has met and continues to meet all drinking water health standards established by the United States Environmental Protection Agency and New York State Department of Health. The Water Authority's mission is to satisfy customer expectations for high quality, reliable water service provided in a responsive and efficient manner at the lowest reasonable price.

Customer Service Information

Office Hours

Our business office is open Monday through Friday, from 8:00 a.m. to 5:00 p.m. except for the following observed holidays: New Year's Day, Presidents' Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving and Christmas Day.

However, emergency calls are answered 24 hours a day, 365 days a year. (See "Emergencies")

Office Location, Telephone and Fax Numbers

Our business office is located at:

1580 Union Tpke., New Hyde Park, NY 11040-1762

Phone: 516-327-4100

Fax: 516-327-4132

E-mail: inquiries@wawnc.org

For your convenience, our customer service representatives are available Monday through Friday, from 8:00 a.m. to 5:00 p.m.

Emergencies

Please call us immediately if you have an emergency to report such as:

- No water.
- Poor pressure.
- Discolored water.
- Unusual taste or odor.
- Flooding.
- If you observe a street or hydrant leak or an open hydrant.

Emergency personnel are available 24 hours a day, 365 days a year. To report a water service emergency, please call (516) 327-4100. Please call us immediately if you see any suspicious activity at any of our well stations.

Employee Identification

In addition to wearing uniforms with the Water Authority's logo, all Water Authority personnel carry photo identification badges which you should ask to see prior to allowing them access to your residence. The Water Authority participates in the Nassau County Police Department's "Crimes Against the Elderly" project. If you suspect that an individual is an impostor utility worker, you should immediately contact our customer service department in order to verify the individual's identity. Our customer service representatives are trained to recognize the identities of our employees and can confirm their assigned work locations.

Resolutions

Whether you call, write, or visit our office in person; our employees will handle your questions and concerns professionally and politely. If after speaking with one of our representatives your

question has not been resolved to your satisfaction, please ask to speak to a supervisor or manager. Any problem or question that has not been answered or resolved to your satisfaction may be directed to the Board of Directors or one of the officers of the Water Authority at 1580 Union Tpke., New Hyde Park, NY 11040-1762. The Board of Directors is appointed by your towns and villages to represent your interests.

Billing Information

Account Information

In order to assure that your account information is up-to-date, we ask that you notify us immediately if you:

- Move. We will need to prepare a final bill and close your account so that you will not be charged for water consumption after you move. Please remember to contact us to obtain a final meter reading before you vacate. This will assure that proper ownership or tenancy revisions are posted to your account and that you will not be billed for water used at your old address. **You will be liable for all water usage until a final reading is obtained and your account is closed, so please remember to call us.** If you are moving to a new address in our service area, just call us and we will open a new account for you.
- Change your telephone number.
- Change your name.
- Change your mailing address.
- Are a landlord and you have a change in tenants.

Basic Service Charge

This is the minimum charge billed whether or not you use any water during the billing period. This charge entitles you to a usage allowance based

on your meter size. Visit our website at www.wawnc.org or call our business office for current rates.

Billing

Both residential and commercial customers are billed quarterly for the preceding three month period. The water meter is the measurement tool we use to determine the actual amount of water consumed at your premise each billing period. The meter measures your consumption in hundreds of cubic feet (“CCF”); 1 CCF is equivalent to 750 gallons of water.

Retroactive Billing

Customers will be issued a retroactive bill for service which was not previously billed due to a technical or administrative error, or the fault of the customer. If the Water Authority fails to bill you for usage or service, it has six months from the time the error is discovered to issue a retroactive bill.

The retroactive billing period will be limited to a maximum of 24 months unless there is evidence that the customer caused or contributed to the error. If there is evidence that the customer caused or contributed to the error, including but not limited to tampering with the meter, the retroactive billing period will be limited to a maximum of six (6) years. The retroactive bill will be based on an average of actual usage for the same usage period in the 5 years prior. If there is no prior usage the retroactive bill will be based on actual usage once a meter reading is obtained after a new meter has been installed.

Estimated Bill

If we are unable to read your water meter, we will estimate your bill. In an estimated bill, several factors are considered, including your past actual water usage and the season during that billing period.

Your bill will have “**EST**” after the reading number. Estimated readings should be avoided because they:

- Hinder the management of your water usage.
- Delay the savings of water conservation.
- May result in a subsequent large water bill if your usage was underestimated.
- May delay the identification of leaks in your plumbing.

Payment Information

Pay By Mail

Please make your check payable to “**WAWNC**” and mail payment to:

**Water Authority of Western Nassau County
PO Box 5600, New Hyde Park, NY 11042-5600**

Please remember to write your account number on the face of the check, include your bill stub and affix the proper postage. A service charge will be imposed for any dishonored or returned payment. Please do not use paper clips or staples in your submittal.

Pay In Person

You may pay your bill at our business office at:
**1580 Union Turnpike
New Hyde Park, NY 11040-1762**

Please bring your bill stub with you.

Pay Via ACH (Direct Debit)

You may sign up for ACH payments to eliminate worries about late payments and the cost of writing and purchasing checks. Your water bill will be paid directly from your bank account automatically without any additional charges. To obtain an authorization form visit our website at www.wawnc.org/payments or call us.

Pay via Credit Card or e-Check

You can make a one time payment via credit card or e-Check. A nominal fee will be charged by our payment processor for this service. To pay online visit our website at www.wawnc.org/payments or call us.

Payment Due Date

All bills are due upon receipt.

Penalty For Late Payment

Customers shall be billed an additional monthly charge for any unpaid balance if payment is not received within 30 days of the bill date indicated on the front of the bill. Visit our website at www.wawnc.org or call our office for current fees.

Customer Deposit

The Water Authority requires customer deposits on all customer accounts, payable in advance. Visit our website at www.wawnc.org or call our business office for current fees.

Additional customer deposits shall be required for any location where service has been discontinued for any reason. An additional deposit will be applied for each occurrence of service discontinuance.

Each deposit, together with interest earned, if any, shall be refunded to the customer (net of any balance due the Water Authority) upon termination of the service account.

Customer Initiation and Termination Fee

A customer initiation fee will be charged to your account when you apply for service. Upon closing your account, a termination fee will be charged to your final bill. These fees cover the costs involved in initiating and terminating an account including office and field labor. Visit our website at www.wawnc.org or call our business office for current fees.

Equipment/Service Responsibilities

The underground distribution system of water mains and service lines up to your property line are owned, maintained and repaired by the Water Authority. The Water Authority also owns and maintains the domestic water meter subject to the provisions indicated below. The customer owns and maintains the water meter installed on a fire protection service.

Water Authority Responsibilities

- Maintenance of water distribution lines in the street up to your property line.
- Installation and maintenance of water meters, except meters on private fire protection services. (Customers are responsible for protecting water meters from damage of any kind, including freezing.)
- Curb box and curb stop.
- Meter pit and cover.

Leaks occurring on a Water Authority owned water main or service line from the water main to your property line will be repaired by the Water Authority. If you notice any type of leak, please notify us immediately by calling our 24-hour emergency number at (516) 327-4100. You will be notified if a repair will temporarily interrupt your water service, except during an emergency situation, when we may not be able to provide advance notification. If a service interruption is necessary, every effort will be made to restore normal service as quickly as possible.

Customer Responsibilities

The customer of record is responsible for notifying the Water Authority of any change in ownership or responsibility and will be liable for all water use charges until a final reading is obtained and the account is closed.

Additionally, each customer is responsible for:

- Maintenance of water line from property line to house/building.
- Maintenance, repair and replacement of interior plumbing lines and fixtures.
- Protecting the water meter from damage of any kind, including freezing.
- Maintenance, repair and replacement of valves, appurtenances and fittings on both sides of the meter.
- Keeping the area around the meter and/or remote reading device clear. Both units must be accessible and visible at all times and shall not be tampered with.
- Keeping the meter pit cover visible and accessible at all times. In addition, the customer must ensure that no foreign substances enter the meter pit.
- Keeping the curb box cover visible and accessible at all times.
- Installation, maintenance and testing of any required cross connection prevention device as required by Nassau County Department of Health.
- Installation, maintenance, repair or replacement of the meter on any fire protection service.

Leaks on a section of the service line that you own can pose many problems, including property drainage hazards and high bills resulting from undetected water usage. You must have all service line leaks repaired promptly. Based on the severity of the leak, you may be served with a shut off notice if a timely repair is not made.

Curb Box/Curb Stop

The curb box containing the curb stop valve is located between the water main and your property line. In the event of an emergency or where repairs are required, the curb valve is used by

Water Authority personnel to shut off the water supply. Customers are required to keep the curb box cover visible at all times. Paving over the curb box with concrete or asphalt or covering it with grass or plantings is strictly prohibited. Operation of the curb valve by anyone other than Water Authority personnel or authorized representative is prohibited. All costs incurred to restore accessibility of the curb valve will be the responsibility of the customer and will be billed to the customer's water service account.

Service Repair

If you request to have your service temporarily shut off for any reason, including a repair, you will be charged a service charge to cover the cost of the turn off and the reconnection. These charges will be billed to your account. Visit our website at www.wawnc.org or call our business office for current fees.

Cross Connections

A cross connection is an actual or potential connection between the drinking water piping system and any other non-potable piping system in a residence or business which can pose a hazard to the public drinking water supply. In a cross connection, if the normal flow of water is reversed, contamination can be pulled through your plumbing system back into the water main and out to neighboring homes and businesses.

In a residence, sources of contamination could be a private well, an underground lawn sprinkler system, solar heating system, etc. A cross connection can also occur if you use water for any purpose other than normal household use such as chemical dispensers, film development, medical/dental practice, etc.

In order to prevent contamination from a cross connection, all commercial customers and multiple dwellings (3-family dwelling or more), are required

to have a reduced pressure zone ("RPZ") device installed directly after the water meter, at their expense. Proper installation plans for the RPZ device must be prepared by a New York State Professional Engineer or Registered Architect, reviewed and endorsed by the Water Authority and approved by the Nassau County Department of Health prior to installation.

Residential customers whose water service poses a potential threat to the public drinking water supply, (*refer to the sources of contamination*), are required to have a backflow prevention device installed on their water service system at their own expense according to Water Authority plans if the Water Authority's Chief Engineer determines that such device is necessary to protect the water supply from potential hazards. The type of backflow device shall correspond with the degree of potential hazards.

All customers who have been required to install a backflow prevention device are required to maintain the device in an operable condition and have the device tested on an annual basis in accordance with the New York State Sanitary Code, at their own expense. Test results are to be submitted to the Chief Engineer of the Water Authority at 1580 Union Tpke., New Hyde Park, NY 11040-1762.

Any backflow prevention device that fails to meet test requirements must be repaired and retested within 14 days following the results of any unsatisfactory testing.

The Water Authority has the right to disconnect any potentially hazardous customer connection to the water supply system with or without prior notice to the customer. Written notice stating the reason of disconnection will be provided to the customer within 48 hours.

Frozen Service

The thawing of the service line from the customer's property line to the premise is the responsibility of the customer. Thawing of the service line is a potentially dangerous activity and should be performed by a licensed individual.

Meters

Water meters reliably and accurately measure water consumption. All meters are tested before they are installed to assure the meter's accuracy. All meters and seals shall be set in a location approved by the Water Authority and may not be moved or tampered with. Meters may be removed by the Water Authority if the premise is vacant or for the protection of the meter. The Water Authority reserves the right to inspect, test and/or replace any meter at its discretion.

Customers will be charged for repair and/or replacement of any water meter that is damaged or missing as the result of the customer's negligence, including the failure to protect the meter from freezing. Charges for the actual reasonable cost of parts, meters and labor will be billed to the customer's water service account. In addition, all costs incurred to restore accessibility of the meter, meter pit and/or remote reading device will be the responsibility of the customer and will be billed to the customer's water service account. Visit our website at www.wawnc.org or call our business office for current fees.

Meter Access

The majority of our meters have radio reading devices generally making access to the meter unnecessary. However, in the event that the reading device malfunctions or your residence does not have one, you are responsible for providing Water Authority personnel with

reasonable access to the water meter at your premise. If we are unable to obtain a reading from the reading device and are unable to gain access to the actual meter, a notice will be left or sent asking you to contact our customer service department. At that time, our customer service representative will arrange to have a Water Authority representative revisit your home at a mutually agreeable time to read your water meter and make any necessary repairs.

No Access Charge

All residential and commercial customers are required to provide Water Authority personnel access to the water meter within 10 business days of written notification. Any failure to provide Water Authority personnel with access to the meter within 10 days of the notification shall result in a service charge which will be applied to the next bill. In addition, any customer who refuses to allow access to the water meter will be billed additional service charges. These charges are in addition to the no access service charge and will be calculated from the original date written notification was provided by the Water Authority to the date access is obtained. Visit our website at www.wawnc.org or call our business office for current fees.

Any subsequent failure to provide access to the water meter will result in the discontinuance of the supply of water in accordance with subdivisions 3a, 3b and 3c of Sections 89b and 116 of the Public Service Law.

Discontinuance of Service

The Water Authority makes every effort to help you maintain your water service and will not discontinue your water service until all efforts to help you maintain your service have failed.

However, we may discontinue your water service if:

- You fail to pay service bills and/or a security deposit when due.
- You fail to make timely payments due under a deferred payment agreement.
- Payment is made in response to a termination notice with a check or credit/debit card that is dishonored for any reason.
- You do not comply with a notification for a leak repair on your service line.
- You violate cross connection regulations.
- You continually refuse access for scheduled meter readings or repairs.
- You fail to submit a completed application for water service.

Water service will be discontinued if obtained through tampered equipment or if the meter is missing or has been bypassed.

Water service may be discontinued on the commercial water service line if a fire protection service account for the same service address is in arrears.

The Water Authority reserves the right to temporarily discontinue water service in the case of a flooding situation at a service location and shall not be liable for any damages incurred at the location as a result of the disconnection of service or the flooding condition.

If your water service is discontinued you will be charged a shut off fee. Visit our website at www.wawnc.org or call our business office for current fees.

Advance Notice

We will not discontinue your water service without prior notification with the exception of

disconnection resulting from any potentially hazardous customer connection to the water supply system or in the case of a flooding situation.

Deferred Payment Agreement

If you are unable to pay the entire overdue amount, we may be able to arrange a deferred payment agreement with you. A customer may be eligible for a deferred payment agreement unless one of the following applies:

- You are a short-term, seasonal or temporary customer (tenant).
- You have broken an existing deferred payment agreement.
- Your water was disconnected due to a violation of Water Authority rules.

Collection Fee

If a collector is sent to your service address to try to collect a past due amount or shut off your water service for nonpayment, your account will be assessed a service charge. This charge covers the cost incurred in having to send a collector to the service address. Visit our website at www.wawnc.org or call our business office for current fees.

Reconnection of Service

Service which has been discontinued for any reason will be restored within 24 hours of compliance with and satisfaction of any Water Authority requirements, except in the event of circumstances beyond the Water Authority's control, or if a customer requests otherwise. The customer of record or other authorized representative must be present at the time of reconnection of water service, or must sign a release form assuming all responsibility. Water service may only be reconnected by Water Authority personnel.

Reconnection Charges

Customers shall be charged a turn on fee to restore service that has been discontinued for nonpayment or where advance notification of discontinuance was provided. You will also be required to pay an additional security deposit to assure continuation of service.

A service charge will be imposed for any unauthorized reconnection of service. The customer will also be charged for the actual reasonable cost of labor and materials for re-termination and eventual reconnection of service and for any additional steps taken to ensure that water service remains disconnected. Full payment of all charges and costs is required before water service is restored.

Visit our website at www.wawnc.org or call our business office for current fees.

Payment Restrictions (Delinquent Account)

A Water Authority representative will accept payment in full or a down payment on a deferred payment agreement if eligible. However, if you have paid your water bill with a dishonored check within the last 12 months, your payment must be in the form of cash, money order or certified check. Under no circumstances will a third party check be accepted. If a partial payment is accepted in the field, it is the customer's responsibility to contact the Water Authority's business office to make arrangements on the unpaid past due balance.

Outside Water Usage

In accordance with Nassau County water regulations, outside water usage between the hours of 10:00 AM and 4:00 PM is prohibited year round. In addition, customers with odd-numbered addresses may only water on odd-numbered days of the month; and customers with even-numbered or unnumbered addresses may only water on even-

numbered days of the month.

Additionally, on May 27, 2003, the Water Authority's board of directors adopted service charges for customers in violation of these restrictions (These charges are separate from any fines imposed under Nassau County Ordinance No. 248-A-1987). Visit our website at www.wawnc.org or call our business office for current fees.

Imposed service charges will be billed to the customer's water service account. Once three years has elapsed from the date of the last occurrence, customers will start over with a warning.

Residential Special Programs

The Water Authority offers protection to special service classifications when certain conditions exist, particularly with respect to discontinuance of service. To enroll in our Residential Special Programs, simply fill out the application form at the back of this brochure and return it to us so that we may note your account. You must return the application in order to be eligible for any of these services. All residential special programs are subject to the review and approval of the Water Authority. Additional documentation may be required which supports your eligibility.

These special programs include the following:

Elderly, Blind or Disabled

If you are age 62 or older, blind or disabled and everyone living with you is also age 62 or older, blind or disabled, or 18 years of age or under, we will take additional steps to assure that your service continues without interruption. If the Water Authority is unable to arrange a deferred payment plan with you, we will assist you in applying for aid from a social service agency if necessary.

We will continue your service while the agency determines whether or not you may be eligible for assistance from their office.

Medical Emergency

If you or a member of your household suffers from a serious illness, a chronic medical condition or requires uninterrupted water service for life support equipment, please notify us. We will need medical certification from your doctor or the Nassau County Department of Health in support of any of these conditions. If you are eligible, we will arrange a deferred payment plan with you.

Heat Related Service

During the cold weather season (November 1 to April 15) if we determine that an occupant may suffer a serious impairment to health or safety as a result of discontinuance of water service, we will assist you in contacting the local social service agency to request an investigation by the agency.

Third Party Notification

You can designate a relative, friend, or agency, with their approval, to receive notice if your bill is overdue or if your service is in jeopardy of termination. Your “third party” is not responsible for paying your bills but can work with us on your behalf to avoid problems which may develop on your account.

Tenants in Multiple Dwellings

Should your landlord fail to pay the water bill in a building where there are three or more apartments, you will be able to maintain service by joining with other tenants to pay the current bill. The amount you pay can legally be deducted from your rent according to Subdivision (1) of Section 235-A of the New York State Real Property Law. We will notify you if the landlord does not pay the water bill by posting a final termination notice in the building.

Special Programs Application

To enroll in the Residential Special Programs please fill out the application form to the right of this page and mail to:

**Water Authority of Western Nassau County
1580 Union Tpke.
New Hyde Park, NY 11040-1762**

Residential Special Programs Application

Name _____

Address _____

City _____ State _____ Zip _____

Daytime Tel () _____

Account Number _____

Elderly, Blind, Disabled

- ☐ I am 62 years of age or older, blind or disabled and everyone living with me is age 62 years or older, blind or disabled, or 18 years of age or under (please describe)

Documentation is required.

Medical Emergency

- ☐ I or a member of my household, suffer from a serious illness or chronic medical condition. (please describe)
- _____
☐ Life support equipment that requires uninterrupted water service is used in my household. (please describe)

*Certification from your doctor or Department of Health is required for **any medical emergency**.*

- ☐ **Heat Related Service** (heating system requires water)

Government Assistance

- ☐ Public Assistance ☐ Social Security
- ☐ Other (please describe) _____

Third Party Notification

- ☐ I would like third party notification. Please send the person below notices when my water service may be shut off. I understand that this person is not responsible for paying my bills.

Name of Third Party _____

Address _____

City _____ State _____ Zip _____

Daytime Tel () _____

Signature of Third Party _____

This information will be kept confidential as part of your account file

Signature of Customer _____

Date _____



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