

## Customer Service

Whenever you have a question about your water service or account, please contact us as soon as possible at the number below. A customer service representative will respond promptly and courteously.

### Location & Office Hours

1580 Union Turnpike  
New Hyde Park, NY 11040

[View Larger Map](#)

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  
President's Day

Good Friday  
Memorial Day

Independence Day  
Labor Day

Thanksgiving  
(Thursday & Friday)  
Christmas Day

However, Customer Service and Emergency calls are answered 24 hours a day, 365 days a year at (516) 327-4100.

### Employee Identification

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.

If you notice suspicious activity on Water Authority property, please call Customer Service 24-hours a day at (516) 327-4100