



January 1, 2022

Greetings:

Following NYS Public Service Commission (PSC) approval, we are pleased to announce that New York American Water is now Liberty Utilities (New York Water) Corp. (Liberty). We are very excited to be your water/wastewater provider and are working with New York American Water's former parent company, American Water, to ensure this transition is as smooth as possible.

Liberty is committed to providing safe and reliable service and a great customer experience. We support the communities we serve and strive to create greener, cleaner, and more sustainable systems for the future.

Your Bill Will Decrease.

We are happy to report that Liberty is eliminating the "Make Whole" surcharge effective January 1, 2022. New York American Water was scheduled to implement a rate increase in April 2020, but the increase was delayed in response to the COVID pandemic. The PSC had granted the Make Whole surcharge, which was implemented May 1, 2021, to recover the lost revenue due to this delay. Following the elimination of this surcharge, a typical residential customer using 8,000 gallons/month will see approximately \$6-11 reduction in their bill per month, depending on location. To see specific bill impacts for all rate classes and areas please visit our website at www.libertyenergyandwater.com (select "New York Water" from the drop-down menu).

What's Changing?

You will soon see new Liberty communications, bills, signage, uniforms, and vehicles. American Water will continue to provide billing and payment services for Liberty for a period of time. During the transition period, you may encounter the American Water logo and name on occasion when doing business with us, including when using our phone system.

What's Staying the Same?

Our phone number, hours, and services are staying the same for a period of time, as well as your billing account information and payment options.

www.libertyenergyandwater.com

We will keep you informed of any changes that are upcoming. If you have any questions, please contact us at 1-877-426-6999 or visit us on our updated website at www.libertyenergyandwater.com (select "New York Water" from the drop-down menu).

To learn more about Liberty and its regulated water, wastewater, natural gas, and electric utility business across North America, please visit www.libertyenergyandwater.com.

Sincerely,



Chris Alario

President, Liberty - New York Water