



## **Liberty – New York Water Background and FAQ's**

### **General background**

The New York Public Service Commission approved the sale of New York American Water's water and wastewater systems to Liberty on December 16, 2021. The transition became final on January 1, 2022. Liberty is now the water and wastewater service provider for the approx. 125,000 customer connections formally served by New York American Water.

PLEASE NOTE: Liberty will continue using American Water's call center systems for a period of time after the close. After January 1, when Liberty customers contact the call center, they will initially hear the American Water greeting. However, once they enter their account number (which will not change after close) or phone number associated with their account, the system will automatically transfer them to the dedicated Liberty customer care team. Customers will also continue to be able to access their account information online using My Account.

### **Frequently Asked Questions and Answers**

#### **When did the transition take place?**

January 1, 2022.

#### **Did the sale require regulatory approval?**

Yes. The New York Public Service Commission approved the sale of New York American Water's water and wastewater systems to Liberty on December 16, 2021.

#### **Will my account number(s) change?**

No. Your account number(s) will remain the same.

#### **Will the call center phone number change?**

No. The call center phone number will remain the same. Please note: Liberty will continue using American Water's call center systems for a period of time after the close, so when you contact the call center, you will initially hear the American Water greeting. However, once you enter your account number (which will not change after close) or phone number associated with your account, the system will automatically transfer you to the dedicated Liberty customer care team.



**Will I continue to be billed with the same frequency?**

Yes. After the transition, We will continue to bill you with the same frequency, and you will continue to be billed on your regular bill date

**Where should I mail my payment? Has the address changed?**

Yes. Payments should be mailed to LU New York, PO BOX 75463, Chicago, IL 60675-5463. Mt. Ebo customers should send payments to Liberty, 1273 Route 311, Patterson, NY 12563.

**When will I receive my first Liberty bill?**

You will receive your first bill from Liberty in January based on the current meter reading schedule.

**Why am I still seeing the American Water logo online or in materials?**

We're in the process of rebranding all the systems, so for a period of time when you will still occasionally see the American Water logo.

**Are my rates changing as a result of this transition?**

Liberty has adopted the existing rates, so there will be no changes to your current base water and wastewater charges as a result of the acquisition. The only change you will see is that the Make-Whole charge on your bill will be eliminated, effective January 1, 2022.

**NOTE:** The Make-Whole charge will be prorated. As a result, the bill you receive in January will show the Make Whole Charge for usage that occurred in December. The Make-Whole Charge will not be applied to any usage in January or beyond. Going forward the Make-Whole Charge will not appear on the bill.

**I was enrolled in MyWater. Will that be impacted by the sale?**

No. You will still be able to access your account information online as before. However, we have changed the name of the service to My Account.

**I was enrolled in Auto Pay. Will that be impacted?**

No. You will continue to be enrolled in Auto Pay as before.



**I was enrolled in Eye on Water (AMI meter portal) will that be impacted?**

No. you will continue to be enrolled in Eye on Water as before

**NOTE:** There will be a new url to EyeOnWater login beginning January 14th.  
[liberty.eyeonwater.com](http://liberty.eyeonwater.com)

**Is anything changing for Mt. Ebo wastewater customers?**

No. Billing will continue to be handled by Allied Pollution Control. Account numbers and bill frequency will remain the same, the phone number regarding sewer billing will remain the same, as well as the payment mailing address.

**How can I learn more about Liberty?**

To learn more about Liberty go to [www.libertyenergyandwater.com](http://www.libertyenergyandwater.com)