

Know your rights



Understanding your rights as a customer

Liberty Utilities (New York Water) Corp. ("Liberty"), a subsidiary of Algonquin Power & Utilities Corp., provides high-quality, reliable water service to approximately 126,000 customer connections in 50-plus communities in Nassau, Orange, Putnam, Rensselaer, Sullivan, Washington, Westchester, and Ulster Counties. We are regulated on your behalf by the U.S. Environmental Protection Agency, New York State Health Department, New York State Department of Environmental Conservation, New York State Public Service Commission ("PSC") and the health departments in the counties we serve.

Liberty's practices combined with PSC regulations combine to give you specific rights and responsibilities. This document summarizes those rights, obligations, and responsibilities, as well as provides helpful information about your water service. If you have a question, issue, or concern, or would like to learn more about any of the topics included in this document, please contact our customer service center at 1-877-426-6999 M-F, 8 a.m. to 4:30 p.m. (24 hours for emergencies) or visit www.libertyenergyandwater.com.

Historic usage information

If you rent your property and do not pay your water bills directly, or if you are a prospective tenant or landlord, you can still obtain two years of usage history at the location. Please visit www.libertyenergyandwater.com and select "Historic Usage Inquiry" under the "Customer Service" drop-down menu to make the request.

Your water supply

Liberty provides residential and commercial water service, public and private fire hydrant service, and private fire sprinkler service. We know our job is critical to the well-being of every person who uses our service, and our mission is to provide the safe, reliable, cost-effective service daily.

Our water supply comes from more than 150 wells across Long Island that are filled by rainfall filtering through the soil to form underground reservoirs called aquifers. To ensure a safe public water supply, federal, state, and local health agencies set strict standards for water quality. Liberty closely monitors water quality with daily, weekly, monthly, and annual sampling, testing, and reporting. We take thousands of water samples each year - during treatment and throughout our distribution system - to ensure our water is meeting all guidelines and is safe for consumption. Scan the QR code for more information.



Maintaining equipment

Liberty maintains all water mains and service lines up to your property line, as well as hydrants, curb boxes, and water meters. As a customer, you are responsible for installation, service, and repair for your service line (from the property line to your meter) and in-home plumbing lines and fixtures.

Meter readings and billing practices

Water meters reliably and accurately measure water consumption and are used to calculate customer bills. Liberty has installed Automated Meter Reading (AMR) systems in our service areas and is currently deploying Advanced Metering Infrastructure (AMI) for customers. This allows meters to be read from outside the home and virtually eliminates the need for estimated water bills. Liberty still maintains some traditional meters in our service area that require manual reading. If for any reason your meter cannot be read, you will receive an estimated bill.

Bills are due and payable when you receive them and are considered late 24 days after the bill date and subject to a Late Payment Fee. Any portion of a bill that remains unpaid 24 days after the bill date will incur a Late Payment Fee of 1.5% a month until it is paid. Your payment must reach us by the "Please Pay By" date or "Date Due" to avoid this charge.

Bills can be paid online through Liberty's customer portal My Account, in person at one of our authorized payment vendors, by mail using the included return envelope, or over the phone by calling 1-877-426-6999. For more information about different payment methods, please visit the "Payment Options" page located under the "Customer Service" drop-down menu at www.libertyenergyandwater.com.

If water service becomes subject to disconnection for non-payment, Liberty will issue a Final Termination Notice 20 days after the date payment was due. For tenants in multiple and two-family dwellings, please refer to "Tenants in a Multiple Dwelling" and "Tenants in a Two-Family Dwelling" under the Special Protections section in the next section.

If you are having difficulties paying your bill, please let us know so we can work with you to arrange a convenient and flexible payment plan. You may be eligible for our Customer Assistance Program (CAP), which includes a Low-Income Discount and Arrearage Management Program with Budget Billing. Scan the QR code for more information.



Special protections

For any customers 62 years of age or older, blind or disabled, or if anyone living with you is also 62 or older, blind or disabled, or under 18, we will take special steps to keep your service on. This includes contacting you before service is turned off, and/or getting help for you from a social services agency.

If you or a family member is ill with an existing condition that would be aggravated due to the absence of water service, and you cannot pay the water bill, you can file a medical certificate with us from your doctor or Health Department. This certificate remains in effect for 30 days, after which it can be renewed for another 30 days. During this time, we will not turn off your water. However, you are still responsible for paying the bill, and a payment arrangement may be made.

To protect yourself from having the service turned off because you forgot to pay the bill, you can name a relative, friend or agency to receive a copy of your Final Termination Notice when your bill is overdue. The third party will not be responsible for paying your bill but can help make sure that your service is continued.

If an interruption in your water service would jeopardize your home's heating system, and therefore your health and safety, special arrangements can be made to avoid having your water turned off for nonpayment during the cold weather period from Nov. 1 to April 15. Before service is turned off, we will contact you personally to verify your situation. We may refer you to a social services agency for assistance.

If water service is critical to operate life support equipment, such as kidney dialysis, and you find it a hardship to pay the bill, register with us, and we will not turn off your water for as long as you need the equipment.

A Multiple Dwelling or Two-Family Dwelling is a property where two or more families live independently, but water service is not billed separately, therefore the landlord is responsible for the bill, rather than the tenants. If the landlord does not pay the water bill, Liberty will notify each tenant 15 days before service is scheduled to be turned off to give them an opportunity to pay the bill. Under New York State law, to keep service on, tenants may pay current charges and deduct them from the rent.

Important contact information

Liberty customer service: 1-877-426-6999 (M-F, 8 a.m. - 4:30 p.m.) For emergencies: We're available 24/7
TDD (Hearing/Speech Impaired): 1-877-426-6999
www.libertyenergyandwater.com

NYS Department of Public Service: 1-800-342-337790 Church Street, New York, NY 10007

For Mt. Ebo wastewater customers ONLY: Call 1-845-278-2780 (M-F, from 8 a.m. - 4 p.m.) For after-hours emergencies in Mt.

Ebo only: Call Allied Pollution Control at 845-878-0007.

Third party form

Please notify the Third Party listed below of termination or credit notices I might receive on my account. The Third Party agrees to receive notification, but is not responsible for paying my water bill.

Customer Name _____

Customer Address _____

City _____

State _____ Zip _____

Customer Phone _____

Customer Signature _____

Date _____

Third party information

Third Party Name _____

Third Party Address _____

City _____

State _____ Zip _____

Third Party Phone _____

Third Party Signature _____

Date _____

Please return completed form to:

Liberty Customer Service Center
60 Brooklyn Ave
Merrick, NY 11566

Application for special protections

Date _____

Name _____

Address _____

City _____

State _____ Zip _____

Phone _____

Account Number _____

Check all that apply to you.

- ☐ I am 62 years or older
☐ I am sight-impaired
☐ I or someone in my household is on kidney dialysis
☐ I am disabled (please explain) _____

☐ I have a medical emergency (please explain) _____

☐ I am a tenant in a

☐ two-family home ☐ multi-family home

☐ I receive Public Assistance.

ID# _____

- ☐ I receive SSI benefits
☐ I have heat-related service
☐ I am on a fixed income

Please return completed form to:

Liberty Customer Service Center
60 Brooklyn Ave
Merrick, NY 11566