



WATERWAYS

October - December 2010





Go Paperless
eBilling



eBILLING HELP US HELP THE ENVIRONMENT

United Water's eBilling program is an easy and secure way to pay your water bill while helping the environment. By opting to have your water bill sent directly into your email inbox, you can help protect and conserve our natural resources. The eBill has the added benefit of allowing you to pay the bill directly from your bank account free of charge.

Sending over 4.6 million paper bills to our customers nationwide every year has a dramatic impact on the environment:

- **Paper usage:** 119.5 tons
- **Trees destroyed:** 239 tons
- **Water used:** 1.9 million gallons
- **Greenhouse gases emitted:** 604,431 pounds

Help us help the environment.
Together we can make a difference.

To enroll in eBilling visit **www.unitedwater.com**.
Sign up through November 11, 2010 for a chance to win daily cash prizes!



CUSTOMER ADVISORY PANEL

United Water initiated Customer Advisory Panels (CAP) in many company service territories comprised of local residents. The CAP provides input on various programs under development by United Water to better implement customer service initiatives. CAP members discuss issues such as water quality, provide input for the annual Customer Confidence Report, tour United Water plants and discuss interests in potential customer service initiatives.

Most meetings are held on a quarterly basis, and United Water continually looks for new panel members. The company welcomes fresh ideas that will further enhance the many programs and information offered to United Water customers. The company wants to maintain an open relationship with customers, and receiving input through the CAP provides information to United Water staff to better serve the community. It's a great way to learn more about the company, its operations, management and future plans for growth too! Customers interested in serving on the CAP should visit the company website www.unitedwater.com for more information.



YOU can help

United Water has established customer advisory panels in several of its service territories including yours. The panel provides us with valuable input on our programs in development and customer service initiatives. Meetings for the panel are held quarterly at locations in each respective area.

United Water is always looking for new panel members. We look forward to fresh ideas that will further enhance the many programs and information we continue to offer to our customers. We realize that we must maintain an open relationship with our customers. Your input provides us with information that help us to better serve you.

Customers interested in serving on the panel should visit our website at www.unitedwater.com or contact the Communications Department at **201-767-2868**.



PREPARING FOR NATURAL DISASTERS

Making preparations for hurricanes or serious storms before they strike will protect households, minimize injury and reduce property damage.

Listening to reports from local officials and regional weather information while maintaining extra water supplies in food-grade water storage containers for people and pets is important.

Before filling containers with drinking water, cleanse the storage container with soap and water and rinse thoroughly with clean water. Seal the containers with the original top. Place a label on the containers identified as "drinking water" and include a storage date. Do not store containers in direct sunlight or in areas where toxic substances such as gasoline or chemicals are nearby.



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877-426-8969
www.unitedwater.com/uwny

United Water New Rochelle

(Westchester County)
2525 Palmer Avenue
New Rochelle, NY 10801
914-632-6900
www.unitedwater.com/uwnr

United Water Westchester

(Rye, Rye Brook and Port Chester)
2525 Palmer Avenue
New Rochelle, NY 10801
877-266-9101
www.unitedwater.com/uwwc

United Water New Jersey

(Bergen and Hudson counties)
69 Devoe Place
Hackensack, NJ 07601
800-422-5987
www.unitedwater.com/uwnj

United Water Lambertville

United Water Toms River
(Ocean and Hunterdon counties)
69 Devoe Place
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this publication was printed on recycled paper.

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