

WATERWAYS

October - December 2011



After two years of planning, development and training, United Water has launched an entirely new computer system to store customer information and calculate bills. The investment in industry leading, state-of-the-art, Oracle technology will improve the customer experience and help the company adapt to changing customer needs.

THE COMPUTER SYSTEM WAS PHASED IN AT UNITED WATER UTILITIES IN EIGHT STATES:

Phase 1 (August 15)

New York
New Rochelle
Westchester
Toms River
Pennsylvania
Arkansas

Phase 2 (October 15)

New Jersey
Lambertville
Idaho
Connecticut
Rhode Island
Delaware
Owego/Nichols

United Water planned ahead and trained employees to provide seamless service. However, as with any business change of this magnitude, there will be a learning curve, especially during the early phase of the transition. The company appreciates everyone's patience as our staff masters the new system. We have staffed up to handle increased call volumes during the early phase of the launch. In addition to the Frequently Asked Questions above, our local websites contain a helpful link on the homepage.

Following the upgrade, customers will have a new United Water account number. The company recommends that customers begin using their new United Water account number. The company recommends that customers begin using their new account number immediately.

CONCERNS ADDRESSED INCLUDE:

- Why Is My Account Number Changing?
- What Do I Need To Do?
- What If I Forget To Use The New Number?
- How Long Will It Take For The New System To Be In Place?
- How Do I Contact United Water?

However, we understand that customers may need time to update their records if they are making electronic payments with their current account number. Because the new computer system stores historical data, transactions can also be completed using the old account numbers.

United Water is excited to leverage the many new features which will allow us to introduce new programs and even better standards of service. Customers' expectations for superior service have never been higher. This new system will help our team set the standard for a great customer experience.

IMPROVING CUSTOMER EXPERIENCES WITH STATE-OF-THE-ART COMPUTER SYSTEM

Customers Will Have New Account Numbers



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(Rockland and parts of Orange County)
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www.unitedwater.com/uwny

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(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/uwvc

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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877-565-1456
www.unitedwater.com/tomsriver
www.unitedwater.com/Lambertville/index.aspx