

# GET TO KNOW US

Serving customers on Long Island for more than a century



LONG ISLAND  
AMERICAN WATER

Long Island American Water is the largest water supplier in Nassau County, providing high-quality, reliable water service to more than 200,000 people in 31 communities. More than 90 Long Island American Water employees, including water quality specialists, distribution and field service personnel, plant operators, meter readers, and administrative support specialists, carry out the company's foremost responsibility of providing high-quality, reliable water service to our customers around the clock.

## Local to the core with access to national resources

We are a wholly owned subsidiary of American Water (NYSE: AWK), the largest investor-owned water and wastewater service provider in the U.S. The more than 7,000 dedicated professionals provide water and wastewater services to approximately 16 million people in 35 states and Ontario, Canada. While we have access to resources nationwide, we are local to the core. Decisions are made locally to ensure we provide the responsive service our customers expect and deserve.

## Invested in our facilities

Long Island American Water's team of experts work around the clock to monitor, maintain and upgrade our facilities to ensure that they operate efficiently and meet all regulatory standards. This requires significant investment in our infrastructure, including treatment plants, tanks, pump stations, fire hydrants and metering equipment.



In 2009, Long Island American Water invested \$11 million to improve the water treatment and pipeline systems. System improvements included:

- Completed 35 pipeline replacement projects with 29,000 feet of new pipe installed. This included 3,000 feet of 16-inch transmission water main on Neptune Ave. in Woodmere.
- Replaced 35 fire hydrants
- Replaced 475 service lines and installed 60 new service lines
- Completed work on replacement of all electrical equipment, installation of variable speed motor drives, and installation of an emergency power generator at our iron removal facility in Valley Stream
- Reconstructed a well in Baldwin

Long Island American Water recently completed construction on a new 4 MGD (million gallons per day) iron removal treatment facility located on the border of Lynbrook and Malverne this year. The plant is the company's sixth iron removal treatment facility.

## Less than penny a gallon: an exceptional value

Long Island American Water invests millions of dollars each year in its treatment and distribution facilities to ensure that you receive quality, reliable water service. At the same time, the cost of tap water is less than a penny per gallon. That's an exceptional value. For most customers, the water bill is the lowest utility bill they pay each month.



## Facts at a Glance

- **Communities Served:** 31 in Southwestern Nassau County
- **Customers Served:** 74,000 (more than 200,000 people)
- **Treatment Facilities:** Six iron removal treatment facilities; 21 groundwater production facilities
- **Groundwater Storage Facilities Capacity:** 15.5 million gallons
- **System Delivery:** 55 million gallons per day distributed during the summer season
- **Employees:** 92
- **Miles of Pipeline:** 716 miles of main from 2" to 24" in size
- **Valves:** 9,500
- **Fire Hydrants:** More than 4,700

WE CARE ABOUT WATER. IT'S WHAT WE DO.

## A-plus water quality

Providing high-quality water is our business. We have an exceptional track record when it comes to water quality and monitoring. **Last year, Long Island American Water's compliance record for meeting primary state and federal drinking water standards was 100 percent.** That beats the national average.

Our team of water quality experts and plant operators monitor your water from source to tap. Plus, we have access to American Water's Belleville Lab, one of the most advanced water quality laboratories in the United States.

### LESS THAN A PENNY

**Did you know that you pay less than a penny for a gallon of tap water?**

We invest millions of dollars each year in our treatment and distribution facilities to ensure that you receive quality, reliable water service around the clock. At the same time, you pay less than a penny per gallon. For most customers, the water bill is the lowest utility bill they pay each month.

**That's an exceptional value.**

**WE CARE ABOUT WATER. IT'S WHAT WE DO.**

## Around the clock service.

Our top priority is the quality of water service we provide to our customers every day. As our customer, you have access to American Water's 24-7 Customer Service Center where representatives can help you with questions or concerns.

In 2009, we made around-the-clock service even simpler with our new self-service Web site **My H2O Online**. Now you can save time by managing your water service account online, including viewing your bill, signing up for our automatic payment program, turning your water service on and off, and viewing your water usage history. To register, visit us online at [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

## State-of-the-art customer service technology.

In addition to the advanced technologies used for treating and delivering water to our customers, we also seek new technologies to enhance customer service and improve the efficiency and effectiveness of the way we

operate. In addition to My H2O Online, other programs we have put into place that benefit our customers include:

- Automated Meter Reading:** We have completed an initiative to install automated meter reading equipment. These meters can be read remotely without gaining access to the customers homes. This greatly reduces estimated meter readings, which means more accurate billing.
- Service First Program:** We installed laptops in all of our service vehicles, moving us from a paper-based to a real-time work system. Information is communicated to and from our field representatives using wireless technology. Appointments can be added as work is completed, or they can be rescheduled or dispatched to another service person if needed. This technology has enabled our field representatives to better manage their work load. And, as a result, we have been able to increase the number of service orders we complete.



## Promoting wise water use.

We also work to educate our customers on the importance of wise water use. Saving water saves money. It also helps to make sure that we have adequate water resources available for the future. For tips on how to save water, visit us online at [www.longislandamwater.com](http://www.longislandamwater.com).

At Long Island American Water, we also do our best to reduce our water use. To combat water loss, we carry out a comprehensive water loss management program comprising a wide range of activities, including infrastructure investment, leak detection technologies and knowledge sharing.

Proper planning and investing in our water distribution (pipeline) systems is also a key component of reducing water loss. In 2009, we invested \$6 million to repair and replace approximately 5.5 miles of pipeline.

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## Community Partner.

Long Island American Water takes an active part in the communities it serves and supports environmental and educational initiatives related to water.

- Art Contest:** To engage our youth, we will be launching our first annual BE WATER WISE! Art Contest for fifth-grade students this year. Visit us online at [www.longislandamwater.com](http://www.longislandamwater.com) for more information. Under the About Us menu, select Community Involvement, then Community Programs.
- Speakers' Bureau:** We provide presentations on a wide variety of water-related topics for all ages. If you have a group that is interested in learning more about your water, give us a call at 1-877-426-6999.
- Tours:** See the water treatment process first-hand. To arrange for your group to take a tour of one of our iron removal treatment facilities, give us a call at 1-877-426-6999.

