

RIGHTS AND RESPONSIBILITIES OF RESIDENTIAL CUSTOMERS

Our Unique Relationship

Rolling Meadows Water Corporation and its affiliate Windemere Highlands, Inc. (“RMWC” or “Company”), provide reliable water service to over 1,200 customer connections in several communities within Ulster and Dutchess 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.

Company practices and PSC regulations combine to give you specific rights and responsibilities. This unique relationship between you and the company works best for you if you know and understand what we do, what your rights are regarding our service to you, and what responsibilities you have. This article summarizes those rights, obligations and responsibilities. If you have a question, issue or concern, contact our office at (845) 331-2201. We are here to serve you.

Managing Your Water Supply

RMWC provides residential and commercial water 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 best service we can at a reasonable cost. We do more than just treat and deliver water for our customers’ needs; we also manage it. Water must be delivered at the proper pressure, volume and quantity, and meet all federal, state and local standards. All this takes careful planning and management.

From the Wells: The source of this supply is rainfall that filters through the soil to form underground reservoirs called aquifers. We operate integrated water distribution systems in Upstate New York. Conservation is important to protect the long-term sustainability of our drinking water supply.

High-Quality Water Service and Water Testing: You have a right to high-quality water service. Federal, state and local health agencies set strict standards for water quality that are modified as a changing environment affects the water supplies. RMWC monitors water quality every step of the way, from the source, through the treatment process and along the miles of pipeline in our distribution systems. We take many water samples each year for numerous chemical, physical and microbiological tests. Testing helps pinpoint potential issues so that we can take preventative action. These water samples are sent to state-approved and certified labs. In addition, the Health Department conducts periodic spot checks and testing.

Responsibility For Service

Company Responsibility

Water Main and Service Pipe: (from main to property line) RMWC owns, maintains and repairs all of this underground system up to your property line. If a leak occurs in the water main or the service line from the main to the property line, the company will make the necessary repairs and restore the damaged area after the work is completed.

Curb Box: Located between the water main in the street, road property or right-of-way and your property line is the curb box containing the curb stop (valve), where the company can turn off the water supply to your property in an emergency or when you need to make repairs.

Water Meter: The Company’s responsibility is the furnishing and installation, general maintenance, and removal of the meter from the premise.

Customer’s Responsibility

Service Line (from property line to meter) and In-home Plumbing Lines and Fixtures: You own, and are responsible for, the installation, maintenance and repair of your service line starting from your property line to the water meter, as well as your interior plumbing system. This includes all pipes, valves (on both sides of the meter), appurtenances and plumbing fixtures. A general rule of thumb is, “if it is on your property, it is yours with the exception of the meter”. If a leak occurs on your portion of the service line, you must have the leak repaired at your expense. Contact the company for advice on turning the water off at the curb. Since leaks waste water, you are responsible for making repairs promptly. Failure to repair leaks can result in your water service being turned off.

Meter Valves and Meter Protection: The Company owns and services the water meter servicing your property. This meter may be located in a meter pit, the basement or a crawl space under your home. The meter must be installed in an area that has been approved by the company. Once the meter is installed, it is your responsibility to maintain the ambient temperature around the meter at above freezing, and to keep the area around the meter free of dirt, debris and water. Failure to do so could result in damage to the

meter. If the meter is damaged for the reasons listed above, the customer is responsible for the cost to repair or replace the meter. If a meter is damaged for reasons outside of the customers' control, the Company would be responsible for the cost to replace or repair the meter.

Curb Box: While the Company owns and maintains the curb box, we ask that customers be aware of its location and protect it from damage. Never pave over it with concrete or asphalt, or cover it with plantings.

Cross Connections: In accordance with the New York State Sanitary Code, it is the customer's responsibility to prevent contamination from a cross connection. If required, a backflow prevention device must be installed, maintained and tested annually by a certified tester. If you think that you fall into this category, contact the company for more information. A cross connection is an actual or potential connection between the drinking (potable) water piping system and any other non-potable piping system in a home or business that can pose a hazard to the public drinking water supply. In a cross connection, if the normal flow of water is reversed, contamination can be pulled through your plumbing system back into the water main and out to other customers. In a residence, sources of contamination could be a private well, an underground lawn sprinkler system or solar heating. A cross connection could also occur if you use water for any purpose other than normal household use such as chemical dispensers, film development, medical/dental practice, etc.

The Water Meter And Equipment

Water meters reliably and accurately measure water consumption. We test and replace our meters when necessary. Your water meter is installed and owned by the company and was sealed when it was installed in your plumbing system. If the seal is broken, or if damage occurs, you are responsible for the cost of repairs. It is your responsibility to protect the meter from freezing, damage or tampering, and to keep it free from obstructions so that our personnel can get to it to read, replace or repair it, or shut off the water supply if there is an emergency. Tampering with the water meter equipment or transmitter is not permitted.

Your Shut-Off Valves: Leaks waste water and money, so it is very important for you to make repairs promptly. If you have a leak, or if a plumbing fixture breaks, isolate it by closing the valve nearest the leak or shut off the valves on either side of the meter until repairs can be made. Everyone in your family should know where the meter valves are in case of emergency. It is your responsibility to keep these valves accessible and in good working order. Considerable water damage could occur if there is a major leak in your house and the valves are not working properly. If the meter itself should leak or break, turn off the valves and call us immediately.

Meter Pit: Meters located outside the building must be housed in a pit for protection. The construction and maintenance of the pit and its cover or lid is your responsibility. You must keep it in safe working order and free from leaves, debris, dirt and water, so that the meter can be safely accessed, read, repaired or replaced. Failure to properly maintain the meter pit, its cover and the water meter inlet and outlet valves could result in a denial of water service. In addition, if the meter is damaged as a result of the reasons listed above, the customer is responsible for the cost to repair or replace the meter.

Meter Readings: We have installed meters with remote reading capability in the majority of our service areas. These meters can be read from a remote touch pad outside so customers no longer need to be home, virtually eliminating estimated water bills. Some remote touch pads are located on the rear of homes, our meter readers will need to enter on to your property to access them. We also have traditional meters that must be read according to your billing cycle. If we cannot get a reading, you will receive an estimated bill.

Pattern of Usage: This refers to how much water you use and when you use it. Your pattern of usage determines your average daily usage and how much you use each billing period. Your usage will vary by season, weather conditions, the number and type of water-using appliances, and the number of people in your household. Your pattern helps us evaluate billing questions. You can monitor your own usage pattern by simply reading your meter and tracking the usage. FYI: average quarterly usage is 11,000 gallons.

Estimated Bills: If our meter reader is unable to obtain a meter reading, you will receive an estimated bill. It is based on your previous usages and may not match current usage. When we are able to get a reading, the bill will be adjusted.

No Access Fee: If we cannot get a reading for three consecutive billing periods, you will receive a notice that your account is subject to a \$25 No Access Fee. To avoid this fee, you can call us with the reading, or contact our office to make an appointment for us to read the meter.

When You Have Questions or Issues

If a question arises about your bill or any other aspect of our service, please contact us. The only way we can help is if you let us know. It is your right, and our job, to have your questions researched and answered promptly and courteously. Telephone, write or email us. Our Customer Service Representatives will try to resolve the situation on the spot. If we must research the matter, we will contact you by phone, letter or personal visit with the results. Although we do our best to satisfy customers' inquiries, there may be times you feel more action is needed. If so, ask to speak to a supervisor. At this point, we are confident that we can solve your issue. Most customers' questions or concerns about service or bills are addressed to their satisfaction, with no need for further appeal. Right of Appeal: For complaints that cannot be resolved by the company, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows: Website: www.dps.ny.gov/complaints; Phone: DPS HOTLINE at

1-800-342-3377 (Mon.-Thurs. 7:30am - 7:30pm, Fri. 7:30am – 7:00pm); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223. While your complaint is under DPS investigation, we will not turn off your water service for failure to pay disputed charges; however, all other undisputed charges must be paid. Failure to do so is cause for termination of service.

Application For Residential Service:

To apply for water service, contact our Office. If your application is accepted, we will provide service within five business days unless prevented by conditions beyond our control.

Billing Procedures

Payment Due Date: Bills are due and payable when you receive them, and are considered late 23 days after the bill date.

Late Payment Fee: Any portion of a bill that remains unpaid 23 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 due date to avoid this charge.

Payment By Mail: Use the convenient return envelope with your check or money order with your account number on it to: PO Box 540 Hurley, NY 12443. Do not send cash.

Web Payments: Go to: rollingmeadowswater.com to pay with a credit or debit card. A third-party convenience fee applies.

On-Line Banking: You can set up the Company as one of your Payees through your on-line banking bill pay feature. If you wish to automate your payments, choose a recurring payment amount and the frequency.

Payment box: Located on the outside wall of the Hurley Country Store along Wamsley Place. (Across the street from the Hurley Mountain Inn).

Pay In Advance: If you take an extended vacation, you may inadvertently miss one or more bill payments. Send payment in advance with your account number and it will be credited to your account. As a guideline, you can pay the same amount as you did for the same billing period the year before. Once your meter is read based on actual usage, any under or overpayment will be reflected on the next bill.

Dishonored Checks: If you pay your bill with a check that is returned for any reason, we will charge you a Returned Check Fee. If your service is scheduled to be turned off and you pay with a check that is returned, we have the right to turn off your service without giving you additional notices.

Payment Agreement:

If you are having difficulties paying your bills, please let us know so that we can work with you to arrange a convenient and flexible payment plan. The terms, a down payment if required, and monthly installment amounts can be tailored to your situation and financial need. We will not demand more than you can afford to pay once we have assessed your financial situation. Adjustments may be made to the plan if your financial status changes significantly.

Non-Payment: Water service may be turned off for nonpayment Monday through Thursday from 8 a.m. to 4 p.m. We will not turn off service on state authorized holidays, the day before a holiday, during the two-week period covering Christmas and New Year's, or a day when the company's office or the PSC's offices are closed. If you get a termination notice, prompt action is required. Contact our Office immediately. Our representative will work with you to arrange a payment plan, if one should be needed. We do not like to turn off water service to any of our customers. We will make every effort to avoid this ultimate step. However, if it becomes necessary, after proper notification procedures have been carried out, service must be turned off. In most cases, this occurs when bills remain unpaid for an unreasonable amount of time. It is unfair to the customers who pay their bills promptly for the company to permit some customers to avoid or delay making payment. This adds to the cost of water service, which ultimately must be paid for by all customers.

Emergency Disconnection: Besides turning off water service for nonpayment of bills, we also have the right to turn off service for health and safety reasons. If you are responsible for a health hazard, before service is restored, we will require that you correct the condition which caused the problem. For more information, see the section on Cross Connections.

Reconnection Of Service:

We will restore water service within 24 hours from:

- the time you pay the full amount owed or make a payment arrangement
- the time you correct any condition which caused the termination other than nonpayment

Please keep in mind that termination of your water supply is a very serious matter, and an option of last resort. You can avoid termination of service if you contact us for help before your water is turned off.

If You Are Selling Your Home:

If you are planning to sell, you must notify us before the closing so that a meter reading can be taken, or the meter can be removed, and a final bill prepared for the closing attorneys. If you fail to notify us and the new owner does not apply for service, you may be billed for the water, even though you no longer live at that address. Protect yourself. Contact our Office as soon as you know your closing date.