

PRESS RELEASE



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New York American Water has Issued Stage 2 Water Use Restrictions for its Customers in Sea Cliff, Glen Head, Glenwood Landing and Old Brookville

Merrick, NY (August 4, 2017) – Due to a mechanical issue at one of the area’s pumping wells, New York American Water has issued Stage 2 Water Use Restrictions for its customers in the Sea Cliff, Glen Head, Glenwood Landing and Old Brookville communities as a precautionary measure to ensure water supply meets the high demand during the heavy-use summer season. It is important to note that this is only a supply issue, and at no time has water quality been impacted or compromised.

The New York American Water team is working diligently to resolve the issue as quickly as possible. In the meantime, adjoining water systems are providing supplemental water via emergency interconnections where possible, during off-peak hours. Customers are encouraged to check the New York American Water website (<http://www.amwater.com/nyaw>) for up-to-date information. New York American Water will notify customers once the restrictions have been lifted.

While the well remains offline, New York American Water asks its customers to limit their water usage as follows:

- No vehicle washing, no driveway washing.
- No water use for irrigation, lawn watering, or other outdoor use unless via a handheld watering can.
- Minimize Golf Course irrigation.
- No refilling of fountains or decorative ponds.
- No filling or topping off of pools.
- Stop the serving of water in restaurants except by request.
- Commercial customers should reduce water consumption by 10 percent.

New York American Water recognizes the inconvenience and appreciates customers’ cooperation during this time.

Residents with questions or concerns are encouraged to call customer service at [877-426-6999](tel:877-426-6999).

New York American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water company in New York, providing high-quality and reliable water and/or wastewater services to approximately 350,000 people. With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to an estimated 15 million people in 47 states and Ontario, Canada. More information can be found by visiting www.amwater.com.

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