

Q & A

The Village of Rockville Centre prides itself in being available to answer resident's questions and/or concerns. From time to time, we will be highlighting some of the questions we receive in order to share valuable and useful information with the entire community.

Q: Can you explain our current water rates?

ABOUT OUR WATER DEPARTMENT & RATES

The Village operates its own Water Department that provides residents with advantages in cost and reliability. The Water Department provides water from 10 wells located throughout the Village. Water is stored in four elevated tanks with a combined capacity of four million gallons and is distributed through more than 70 miles of water main. Regular testing from independent state-certified laboratories, that conforms with the standards established by the Department of Health, ensures that the Village's water supply quality meets and exceeds all Federal, State and County regulations.

In coordination with the Village Road Program, over 15.5 miles of undersized water main was replaced throughout the Village in the last 10 years. Not only is the water main replaced, but hydrants as well as service taps, are replaced during the water main replacement. All four of the Village's water towers have been refurbished and a new Iron-Removal Treatment Plant is up and running. The second plant of its kind in the Village, provides up to 5.6 million gallons of iron-free water to Village residents daily, thanks to a \$3 million grant from the New York Water Infrastructure Improvement Act with the help of Senator Todd Kaminsky.

These projects are essential to provide an infrastructure capable of meeting the needs of today as well as the future needs of the Village. As with most water districts, an annual water rate increase was necessary to continue to provide safe and healthy drinking water for our residents. In February 2020, a 15% water rate increase for water infrastructure and reliability projects went into effect after holding a public hearing in December of 2019. The hike was the first in two years and cost \$7.50 per month for the average household.

For comparison, New York American Water customers in Lynbrook are charged approximately \$11.77 per 1,000 gallons. Village of Rockville Centre residents are charged \$6.60 per 1,000 gallons, a nearly 44% savings.

The Water Department bills two times per year, accounting for six months in each billing period. The summer invoice accounts for the winter and spring months where water usage is not at its peak. The winter invoice accounts for the summer and

fall months that have higher consumption rates due to pools, sprinkler systems, and more people in the home.

COVID-19

The COVID-19 pandemic has imposed massive health and economic burdens on communities around the world, and no sector of society is going untouched. Like other communities, the Village has seen an increase of water usage.

According to a [study](#) released by Phyn, a smart-water monitoring company, water usage is up 21% daily and New York water consumption at the early epicenter of the pandemic was up by 28% (30.9 gallons) on a daily basis. These changes are, in part, due to the simple fact that we are doing more at home during the coronavirus pandemic – like washing your hands, cooking, washing dishes, flushing toilets, and showering. In addition, more family members may be in your home compared to pre-covid with remote learning and work.

Check for Leaks

An unusually high water bill is most often caused by a leak or change in water use. Some common causes of high water bills include:

- A leaking toilet, or a toilet that continues to run after being flushed
- A dripping faucet; a faucet drip can waste 20 gallons of water a day or more
- Filling or topping off a swimming pool or hot tub
- Watering the lawn, new grass, or trees; also check for an open hose spigots
- A broken water pipe or obvious leak; check the pipes in the basement or crawlspace; the water heater could also be leaking
- New appliances that use water

WAYS TO SAVE

The average family of four uses approximately 400 gallons (pre Covid-19) of water each day. Visit www.rvcny.gov to learn how you and your family can conserve water.