



**WEST NECK WATER DISTRICT
BOARD OF DIRECTORS
PO BOX 970, SHELTER ISLAND, NY 11964**

February 25, 2026

Dear Water District Customer,

The Water District Board remains committed to transparency, fiscal responsibility, and the long-term reliability of our water system. We are writing to provide important context regarding our management agreement with the Suffolk County Water Authority (SCWA), the purpose of the District's reserve fund, recent customer survey results, and the rate planning decisions currently under consideration.

System Management and Financial Responsibility

Since 2021, SCWA has managed the District's operations. In July 2022, the District entered into a formal management agreement with SCWA, at which time customer rates were adjusted. Rates have remained unchanged since that adjustment.

Under this agreement, the District no longer bears financial responsibility for future infrastructure upgrades, emergency repairs, or system maintenance. All labor, materials, repairs, and capital improvements are now fully covered by SCWA. This arrangement eliminates the risk of large, unexpected capital expenses for the District and provides long-term operational stability.

Infrastructure Investment and Stewardship

The management agreement with SCWA stipulated that \$1.7 million was required to bring the West Neck Water District infrastructure up to state standards. Through careful planning, the District secured a \$500,000 New York State DASNY grant, reducing the net cost to \$1.2 million and minimizing the burden on customers.

Currently underway is the next phase of upgrades, which includes the installation of carbon filters to reduce PFOS/PFAS levels in our water supply and the installation of a new hydropneumatics tank to store treated water before it is distributed system-wide.

Reserve Fund Purpose and Current Status

The District's operating reserve fund currently stands at \$146,565. Because SCWA now assumes responsibility for all future infrastructure costs, the reserve fund is no longer intended for capital projects or emergency repairs. Instead, its sole purpose is to help offset SCWA's scheduled annual rate increases, which historically average approximately 2% per year.

Rate Planning Options Under Review

With this structure in place, the Board is asking customers to consider two clear options:

1. Implement a modest annual rate increase of approximately 1%, which would allow the reserve fund to last longer while still falling about 1% behind SCWA's annual increases; or
2. Maintain the current rate structure with no increase, allowing the reserve fund to gradually be depleted, at which point customer rates would need to increase by approximately 2% annually to keep pace with SCWA.

To support transparency, the Board will be sharing a financial schedule that illustrates how the reserve fund is projected to perform under each scenario.

Customer Survey Results

We are also including the results of the recent Customer Survey, which provided helpful insight into community priorities and concerns. While the survey results are advisory in nature, they are an important part of the Board's broader evaluation and will be considered alongside financial realities and long-term planning needs.

Your Input Matters

We recognize that rate discussions are never simple and approach them carefully. We welcome your questions and encourage you to attend an upcoming Board meeting or contact the District directly. While not every comment will result in a change in direction, all feedback is reviewed as part of our decision-making process.

Thank you for your continued trust and for being part of our community. The Board remains committed to careful stewardship of District resources and to providing safe, reliable water service for years to come.

Sincerely,

The Board of Directors
West Neck Water District

West Neck Water District Customer Satisfaction Survey

1. Are you concerned about the safety of your drinking water?

- Yes 18
- No 6
- Other 0

2. Do you drink your tapwater?

- Yes 11
- No 13
- Other 0

3. Do you use a water filtration system, such as reverse osmosis, activated carbon, ultraviolet?

- Yes 4
- No 16
- Other 4

4. How would you rate your water quality for the following?

■ Excellent ■ Good ■ Average ■ Fair ■ Poor

Taste



Odor



Color



Pressure



5. SERVICE- Have you ever experienced a disruption in service?

- Yes 22
- No 2
- Other 0

6. Was the disruption scheduled?

- Yes 6
- No 14
- Other 2

7. Have you received notification of scheduled disruptions?

- Yes 17
- No 4
- Other 2

8. Were your disruptions solved in a timely manner?

- Yes 16
- No
- Other 6

9. How would you rate your experience with SCWA customer service?

■ Excellent ■ Good ■ Average ■ Fair ■ Poor

Customer Service



10. BILLING – Do you understand the information on your water bill?

- Yes 16
- No 7
- Other

11. Do you have difficulty paying for water service?

- Yes 6
- No 14
- Other 4

12. What, if any, improvements could be made to the billing process?

- Easier access to water use
- A better explanation of why we have been charged added money to our bill
- Discount early pays
- Bill monthly
- Transparency and urgent heads up when water bills are egregious
- It's outrageously priced. Highway robbery
- Transparency
- A way to show usage in gallons
- Lower rates. Better quality
- Not sure
- Outrageously expensive
- See about re reason for "service fee" and what it includes/why it is so high
- Monthly readings and billing. Avoid paying for unknown leaks
- None

13. Will rate increases greatly impact your ability to pay your bill?

- No (3)
- Depending on cost (2)
- Yes (9)
- Somewhat/Maybe (2)
- Will not be welcome (2)
- Rates are already crazy/inexplicable/extremely high (3)

14. TEMETRA – Have you set up your account with TEMETRA meter reading?

- Yes 8
- No 13
- Other 2

15. If so, have you had difficulty navigating the TEMETRA site?

- Yes 10
- No 5
- Option 3 3

16. Would you like assistance to help you read and use the TEMETRA meter reading program?

- Yes 7
- No 7
- Other 5

17. CONSERVATION – Are you concerned about water conservation?

- Yes 20
- No 4
- Other 0

18. Do you regularly have taps, hose bibs, or water connections inspected for leaks?

- Yes 13
- No 8
- Other 2