

# ULSTER COUNTY EXECUTIVE

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November 10, 2025

The Honorable Rory Christian, CEO  
New York State Department of Public Service  
Agency Building 3  
Empire State Plaza  
Albany, NY 12223-1350

**RE: CASES 20-W-0477, 24-W-0105 and 22-W-0357**

Dear CEO Christian:

I write to you on behalf of Ulster County residents who are customers of the Hudson Valley Water Company (HVWC). Customers of System No. 5 in Boiceville are now going on Day 22 without running potable water in their homes because of an Arsenic Removal System failure. Our residents are rightly exasperated, as they were in precisely this same situation two years ago – the same system failure and the same pattern of poor communication with customers. I respectfully request the Department of Public Service take immediate action to assist this community, and that the Commission consider a long-term solution for the five systems currently owned by HVWC in Ulster County to ensure reliable service at just and reasonable rates.

As background, in December 2023, the Arsenic Removal System failed – an outcome that could have been avoided had HVWC followed its Standard Operating Procedures to monitor this system. Months before the system failure, the Ulster County Department of Health communicated to the operator that the media for the system should be replaced. These and other management and operational issues were elevated to Department of Public Service Staff (“Staff”) and the Commission by my office and others. Following an initial investigation by Staff finding multiple failings by HVWC, the Commission commenced a proceeding to determine if HVWC failed to provide safe, adequate, and reliable service to its customers, and directed HVWC to show cause “for why the Commission should not determine that their management and operation of the Company exhibits one or more of the criteria established in PSL section 112-a and appoint a temp operator.”

In HVWC’s response on February 28, 2024, the Company owner stated in reference to the Boiceville failure: “The major consideration is that this is a ONE-TIME occurrence and does not

in any way reflect the continuing service compliance in the area” (no emphasis added). Less than two years later, the exact same failure has occurred again. Moreover, like last time, communication with customers has been poor, with some residents receiving no notification that the water they were drinking was not potable. Residents have been reaching out to HVWC to get updates to no avail. I personally called the water system operator for HVWC and have yet to receive a call back.

I respectfully request that the Department of Public Service (the “Department”) intervene to 1) expedite the replacement of the media and 2) require HVWC to install an additional filter train to provide redundancy in the system and prevent disruption in service should a failure occur again – a solution that would also slow wear-and-tear on the system. I also urge the Department and Commission to enforce proper communications procedures with customers, including regular updates regarding expected restoration of service.

Moreover, I respectfully request an update on the Department and Public Service and the Commission’s work in 24-W-0105, as there is no public update on this proceeding since Feb. 28, 2024. My office would appreciate knowing if a temporary operator has been appointed to date, and if so, what if any findings can be shared publicly. If this step has not yet been taken, I ask the Department and Commission to explain why and urge expedited appointment of one. The customers of HVWC need fast action and support during this difficult time.

To ensure safe and reliable service for our residents for the long-term for all five systems operated by HVWC in Ulster County, I again request that the Commission use its authority under Public Service Law 89-h (5) and apply the policy guidance established in Case 93-W-0962 to facilitate the transfer of ownership of HVWC systems to a new single owner and operator that can provide reliable service to customers at just and reasonable rates. I refer you to my letter of January 9, 2024, co-signed by 10 local, county, and state representatives and the Ulster County Commissioner of Public Health, attached to this letter.

Thank you in advance for your consideration of this urgent matter.

Sincerely,



Jen Metzger  
County Executive