

Effective immediately, in response to the COVID-19 outbreak, payments for water and sewer bills will only be accepted electronically on our website or by mailing to our Buffalo address only.

**No cash or check payments will be accepted
at the 1 Lagrange Avenue office in person or by mail.**

Pay Electronically: DCWWA is now able to accept your bill payments on-line at our website: www.dcwwa.org.

Pay by Mail: Mail payments to: DCWWA
Box 8000, Department 232
Buffalo, NY 14267-0002

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VANDEBURGH COVE ~ SEPT 2020

Sign up for email notifications at www.DCWWA.org on the System Alerts and Advisories page.

YOUR BILL, RATE, & FEE SCHEDULE – Enclosed is your bill for sanitary sewer service provided to your property for the period May 2020 through August 2020. Copies of the adopted 2020 rate/fee schedules have been posted on the Authority’s website and are available upon request. Our Board typically holds a Public Hearing for the following budget year’s water and sewer rates during the month of November. Please check our website for the Public Hearing schedule. The DCWWA does not send out Past Due notices. Any amount that is in arrears is added, with late charges, to your next scheduled bill.

CUSTOMER CORRESPONDENCE – Please do not send address changes, concerns, or inquiries on your bill payment stub or enclose other correspondence with your payment. Instead, e-mail these issues to dcwwabilling@dutchessny.gov. Please include your name, daytime phone number, and account **LOOK-UP NUMBER** on all your correspondence.

RULES AND REGULATIONS – The customer agrees to be bound by the terms of the DCWWA Water/Sewer Rules and Regulations available on our website www.DCWWA.org and upon request.

CALL BEFORE YOU DIG – Before doing any form of *mechanized* excavating on your property, call “811” at least 3 business days in advance of the work.

WATER SERVICE – Your drinking water is supplied by the Rhinebeck Water Department and therefore, the DCWWA **does not** have responsibility for your potable water. For any water-related questions or concerns, please call the Rhinebeck Water Department directly.

PAYMENT – Payment of your sewer bill should be by check or money order made payable to “Dutchess County Water and Wastewater Authority” or “DCWWA”. Please include the top portion of your bill when making your payment and write your **LOOK-UP NUMBER**, on your check/money order. Mail your payment at least one week prior to the bill due date to ensure on-time delivery. Payments arriving after the due date are considered late and a penalty fee will be charged.

CLOSINGS – Please allow *five business days* to arrange for a closing bill when you sell your home or property. To request a closing bill, call (845) 486-3601.

CONTACT INFORMATION: Main Number: (845) 486-3601, Mon.–Fri. 9–5pm or dcwwa@dutchessny.gov. Billing e-mail: dcwwabilling@dutchessny.gov. System Operation issues call the Main Number Mon.–Fri 9-5pm or e-mail dcwwa@dutchessny.gov. Emergencies: call JCO, Inc. at 845-754-1926 or 845-796-8127 or after 4 pm and weekends: 845-431-6677.

IMPORTANT NOTICE: COLLECTION THROUGH TAX BILLS

The Dutchess County Water and Wastewater Authority is empowered to collect unpaid sewer bills through the real property tax collection process. All accounts in arrears as of **October 15, 2020** from the DCWWA **Vanderburgh Cove sewer service** area will be referred to the County property tax collector for inclusion on the January 2021 Real Property tax bill. This applies to the total amount due as of October 15, 2020, including applicable late charges if the payment is received after the due date. An additional late charge of 5 ¼ % of the total balance in arrears will be added. The late charge (which equals 1 ¾ % per month for 3 months) is applied because the Authority will not be able to receive these payments from the tax office until late February 2021. Once the referral of unpaid accounts has been made to the tax collector, those charges will appear on the next property tax bill and may only be paid through the property tax collection process. Please keep your account up to date as the Authority cannot accept and process payment for any delinquent sewer charges past October 15, 2020. If your payment is received after that date, it will be applied to your next bill.