

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.

**Sign up for Dutchess Delivery e-mail notifications at www.DCWWA.org
on the System Alerts and Advisories page.**

View and Pay your account online at: www.municipalonlinepayments.com/dcwwa

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

HYDE PARK "B" ~ JULY 2024 ~



YOUR BILL:

This billing cycle: **April – June 2024**. The 2024 rates are posted at: www.DCWWA.org & available by request. Past due amounts are added with late charges to your next bill.



Moving? Call us to schedule a Closing.

Please allow **five business days** to arrange for a closing bill when you sell your home or property since a last water meter reading is required. Only the current homeowner can call to schedule the closing meter reading and close the account. A realtor or future home buyer cannot request this. To request a closing bill, call (845) 486-3601.

Rules & Regulations

Water/Sewer Rules & Regulations are available at www.DCWWA.org and upon request.

Rate Increases this Year:

Increased labor costs:

- A lack of water & wastewater operations contractors has required DCWWA to substantially increase our own operations staff & therefore have elevated labor costs. A shortage of persons who possess the necessary water & wastewater certifications have also increased the competition to hire these individuals contributing to the increased labor costs.

Plant/System Repairs/Improvements:

- Increased water main leaks/breaks/repairs
- Capital improvements to the raw water pump station



ANNUAL WATER QUALITY REPORTS: The 2023 Water Quality Reports have been posted on our website at: www.DCWWA.org. For a printed copy call our Main line: 845-486-3601



PUBLIC HEARING ON YEARLY RATES:

Each November the Authority holds a board meeting on the proposed water & sewer rates for the upcoming year and you are welcome to attend. Check our website in October for the date/time of this meeting or sign up for **Dutchess Delivery** to be notified via e-mail.

COLLECTION THROUGH TAX BILLS

The Dutchess County Water & Wastewater Authority is empowered to collect unpaid water/sewer bills through the real property tax collection process. All accounts in arrears as of **September 11, 2024** will be referred to the County property tax collector for inclusion on the January 2025 Real Property Tax Bill.



PHONE CALL ALERT

SYSTEM: Emergency Alerts like a Boil Water Notice require immediate attention. Please email us your name, address & phone # to be notified at: DCWWA@dutchessny.gov

Need to Contact us?

(845) 486-3601, Mon.–Fri. 9–4pm or dcwwa@dutchessny.gov.
Billing e-mail: dcwwabilling@dutchessny.gov

Emergencies: Call the Hyde Park Plant at (845) 229-2524 or after 4 pm and weekends: 845-431-6677