

## 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](http://www.DCWWA.org)  
on the System Alerts and Advisories page.**

**View and Pay your account online at: [www.municipalonlinepayments.com/dcwwa](http://www.municipalonlinepayments.com/dcwwa)**

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

## VALLEY DALE ~ JULY 2024 ~



### **YOUR BILL:**

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

### **Sewer Plant Upgrade:**

Due to extremely high flows at the Sewer Plant during rain events, the NYSDEC has ordered that Collection System upgrades occur, starting in 2024. Affected properties will be notified prior to any service interruptions. You can help address stormwater inflow by checking the discharge location of your downspouts, sump pumps, and foundation drains. Remember that discharge of stormwater to the Sewer Collection system is illegal, damages Sewer System Infrastructure, and costs you money.



### **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](mailto:DCWWA@dutchessny.gov)



### **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.



**ANNUAL WATER QUALITY REPORTS:** The 2023 Water Quality Reports have been posted on our website at: [www.DCWWA.org](http://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.

### **Need to Contact us?**

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

**Emergencies:** Call the main office number: 845-486-3601 or after 4 pm and weekends: 845-431-6677

### **Rules & Regulations**

Water/Sewer Rules & Regulations are available at [www.DCWWA.org](http://www.DCWWA.org) and upon request.

### **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.