

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

QUAKER HILLS ~ NOV. 2021

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

YOUR BILL, RATE, & FEE SCHEDULE – Enclosed is your bill for water service provided to your property for the period July 2021 through October 2021. Copies of the proposed 2022 rate/fee schedules have been posted on the Authority's website and are available upon request. 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.

REQUEST FOR DEFERRED WATER PAYMENT AGREEMENT DUE TO COVID-19 RELATED FINANCIAL HARDSHIP

Any residential or small commercial (25 or fewer employees) water customers, or commercial water customers whose account serves residential premises, that has experienced financial hardship due to the COVID-19 Pandemic emergency may request a payment deferral for water bill(s) without late fees or penalties. Deferred Payment Agreements are available for water bills issued during the time that the State of Emergency is in place. To enter into a Deferred Payment Agreement, customers must submit a Payment Deferral Request Form to DCWWA, by mail or by email. The Payment Deferral Form can be accessed here: https://www.dutchessny.gov/Departments/Water-Wastewater/Docs/Deferment_Request_Form.pdf or one can be requested from DCWWA by calling (845) 486-3601 or by emailing dcwwabilling@dutchessny.gov. Relieving past due water charges is prohibited for an additional 180 days after either the expiration of the COVID-19 State of Emergency or December 31, 2021, whichever is earlier, for those customers that have entered into a Deferred Payment Agreement.

MAINTAIN ACCESS TO METER/REMOTE READ HEADS - Please keep the remote read head area, or meter pit access lid, if applicable, clear in order to facilitate access for our meter readers for inspection. Wires to remote read heads must be protected by the property owner. A penalty is assessed when a meter/remote read head is damaged by the owner's action or negligence. If we are unable to read the outside remote or meter because access to it is encumbered, you may be subject to an Inaccessible Meter Charge. If there is a discrepancy between the inside meter and the remote read head, it is the meter that takes precedence.

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 Marie Smith at mgsmith@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.

RESTORATION OF WATER SERVICE – Water service is turned on or off at the curb or main by the DCWWA. Unauthorized persons are **not** permitted to turn water on/off. Requests to turn water service on or off must be made in writing. Please note that per the rate/fee schedule, the monthly service charge remains in effect even when the water is shut-off.

PAYMENT – Payment of your water 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 since an inside 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.

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 water bills through the real property tax collection process. All accounts in arrears as of September 30, 2021 from the DCWWA Quaker Hills water service area will be referred to the County property tax collector for inclusion on the January 2022 Real Property tax bill. This applies to the total amount due as of September 30, 2021, including applicable late charges if the payment is received after the due date. An additional late charge of 7% of the total balance in arrears will be added. 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 water charges past September 30, 2021. If your payment is received after that date, it will be applied to your next bill. **Any residential or small commercial (25 or fewer employees) water customers, or commercial water customers whose account serves residential premises, that has experienced financial hardship due to the COVID-19 Pandemic emergency may request a payment deferral and relief from relieving until December 22, 2021 by contacting DCWWA.**