

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

OBERCREEK ~ JAN. 2023

*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 Sanitary Sewer service provided to your property for the period September 2022 through December 2022. Copies of the adopted 2023 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.

PROPOSED RATES & PUBLIC HEARING – Each November the Authority holds a Board meeting to announce the proposed water and sewer rates for the upcoming year for which the public is welcome to attend to voice any questions or concerns. Check our website in October for the day/time the meeting is scheduled. A Notice will be e-mailed in October to announce the day/time of this meeting to all residents that have signed up for e-mail notifications at www.DCWWA.org on the Systems Alert and Advisories page. Sign up today so you can be notified.

PHONE CALL ALERT SYSTEM - Please sign up for the phone call alert system so that you can receive Emergency Alerts that require your immediate attention in a timelier manner. Send your name, address, phone number, sewer system, and look-up number to our email address: DCWWA@dutchessny.gov

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 –DCWWA **does not** have responsibility for your potable drinking water.

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 TWO weeks 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. 9–4pm or dcwwa@dutchessny.gov. Billing e-mail: dcwwabilling@dutchessny.gov. System Operation issues call the Main Number Mon.–Fri, 9–4pm or e-mail dcwwa@dutchessny.gov. Emergencies: call Inframark Services at 845-565-6182 or 800-257-1160 or after 4 pm and weekends: 845-431-6677.