

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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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 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. 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*, such as a Boil Water Notice, in a timelier manner. Send your name, address, phone number, water system, and look-up number to our email address: DCWWA@dutchessny.gov

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 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.

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 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 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. 9–4pm 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.