

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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ROKEBY ~ JAN 2023 Sign up for Dutchess Delivery e-mail notifications at www.DCWWA.org on the System Alerts & Advisories page.

YOUR BILL, RATE, & FEE SCHEDULE – Enclosed is your bill for water service provided to your property for the period November 2022 through January 2023. Effective January 1, 2023, your water system rates have changed. 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.

ANNUAL WATER QUALITY REPORTS (AWQR) - The Annual Water Quality Reports for 2022 will be available on our website: www.dcwwa.org by the **end of May 2023** or available by request thereafter by calling 845-486-3601.

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 *Dutchess Delivery* 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 no., water system, & look-up number to: 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, the meter 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 & 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 4pm 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 **October 3, 2023** from the DCWWA **Rokeby water service** area will be referred to the County property tax collector for inclusion on the January 2024 Real Property tax bill. This applies to the total amount due as of October 3, 2023, 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 October 3, 2023. If your payment is received after that date, it will be applied to your next bill.