

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

CHELSEA COVE ~ MARCH 2023

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

YOUR BILL – Enclosed is your bill for sanitary sewer service provided to your property for the period December 2022 through February 2023. 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.

2023 RATE & FEE SCHEDULE – Copies of the adopted 2023 rate/fee schedules have been posted on the Authority's website, www.DCWWA.org, and are available upon request. Rate increases are generally due to increased labor, chemical, and electrical costs which have increased substantially over the last two years. For your system, the specific areas that also contributed to increases are as follows:

- Engineering services to support Wastewater Treatment Plant headworks upgrade

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

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 – Your drinking water is supplied by the West Beekman Water Company and therefore, the DCWWA **does not** have responsibility for your potable water. For any water-related questions or concerns, please call West Beekman Water Company directly.

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. Only the current homeowner can call to request a closing bill and to 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 at 845-245-9141. **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 sewer bills through the real property tax collection process. All accounts in arrears as of **October 13, 2023** from the DCWWA **Chelsea Cove sewer 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 13, 2023, including applicable late charges if the payment is received after the due date. An additional late charge of 5 ¼ % 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 sewer charges past October 13, 2023. If your payment is received after that date, it will be applied to your next bill.