

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

PINEBROOK ~ JUNE 2023

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

YOUR BILL – Enclosed is your bill for water service provided to your property for February 2023 through May 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:

- Facility Pumps were replaced due to customers flushing wipes that continue to impact plant operations thereby increasing customer rates. Visit the Alerts & Advisories page for Pinebrook on our website www.DCWWA.org to view our "No Flushing Wipes Reminder Notice".

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.

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 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.

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 the Pinebrook Plant Operator: Cody Nelson at 845-926-8790, Aidan Miller at 518-929-7300, or if unavailable call 845-706-7424; 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/sewer bills through the real property tax collection process. All accounts in arrears as of **September 15, 2023** from the DCWWA **Pinebrook water/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 September 15, 2023, including applicable late charges if the payment is received after the due date. An additional late charge of 5 1/4% 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/sewer charges past September 15, 2023. If your payment is received after that date, it will be applied to your next bill.