

**Sign up for E-Billing, Robo Calls & update your contact info by calling 845-486-3601 or emailing your updated information to us at: [dcwwa@dutchessny.gov](mailto:dcwwa@dutchessny.gov)**

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.

**Sign up for Dutchess Delivery e-mail notifications at [www.DCWWA.org](http://www.DCWWA.org) on the System Alerts & Advisories page**

**View and Pay your account online at: [www.municipalonlinepayments.com/dcwwa](http://www.municipalonlinepayments.com/dcwwa)**

**Pay by Mail:** Mail payments **2 weeks** in advance to: DCWWA, Box 8000, Department 232, Buffalo, NY 14267-0002

**PINEBROOK ~ NOV. 2025 ~**



**YOUR BILL:**

This billing cycle: **Aug. – Oct., 2025.** Effective January 1, 2025, your water system rates have changed. The 2025 rates are posted at: [www.DCWWA.org](http://www.DCWWA.org) & available by request. Past due amounts are added with late charges to your next bill.



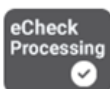
**ANNUAL WATER QUALITY REPORTS:**

The 2024 Water Quality Reports have been posted on our website at: [www.DCWWA.org](http://www.DCWWA.org). For a printed copy call our Main line: 845-486-3601



**PHONE CALL ALERT SYSTEM:**

Emergency Alerts like a Boil Water Notice require immediate attention. Please email us your name, address & phone # to be notified at: [DCWWA@dutchessny.gov](mailto:DCWWA@dutchessny.gov)



**We now have E-Check processing if you prefer to pay your bill in this manner for an additional fee. Pay your bill at: [www.municipalonlinepayments.com/dcwwa](http://www.municipalonlinepayments.com/dcwwa)**



**PUBLIC HEARING ON YEARLY RATES:**

Each November the Authority holds a board meeting on the proposed water & sewer rates for the upcoming year and you are welcome to attend.

**The date for this year's public hearing is Wednesday, November 19, 2025, at 4:30pm at 1 Lagrange Ave., Poughkeepsie**

**Need to Contact us?**

(845) 486-3601, Mon.–Fri. 9–4pm or [dcwwa@dutchessny.gov](mailto:dcwwa@dutchessny.gov). Billing e-mail: [dcwwabilling@dutchessny.gov](mailto:dcwwabilling@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 or after 4 pm and weekends: 845-431-6677



**Moving? Call us to schedule a Closing.**

Please allow **five business days** to arrange for a closing bill when you sell your home or property since a last 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.

**COLLECTION THROUGH TAX BILLS**

The Dutchess County Water & Wastewater Authority is empowered to collect unpaid water/sewer bills through the real property tax collection process. All accounts in arrears as of **September 24, 2025** will be added onto the January 2026 County/Town Tax Bill.

**Rules & Regulations**

Water/Sewer Rules & Regulations are available at [www.DCWWA.org](http://www.DCWWA.org) and upon request.