

**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)**

*Sign up for **Dutchess Delivery** e-mail notifications at [www.DCWWA.org](http://www.DCWWA.org) on the System Alerts & Advisories page or call us to let us know your email address so you can be notified of important alerts in your area.*

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

Payment by E-Check is now FREE. FEES APPLY WHEN PAYING BY CREDIT/DEBIT CARD (3.7% of balance or minimum \$2.50 fee).

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

**STAATSBURG ~ FEB. 2026 ~**



**YOUR BILL:**

This billing cycle: **Nov. 2025 – Jan., 2026.**  
Effective January 1, 2026, your water system rates have changed. The 2026 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 2025 Water Quality Reports will be posted by the end of May 2026 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)



**E-Check processing is now FREE. Pay your**

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Fees apply when paying by credit/debit card. (3.7% of balance or minimum \$2.50 fee)

**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 Hyde Park Plant at 845-229-2524, or after 4 pm and weekends: 845-431-6677



**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. **Check our website in October for the date/time of this meeting** or sign up for **Dutchess Delivery** to be notified via e-mail.

**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, 2026** will be added onto the January 2027 County/Town Tax Bill.

**Rules & Regulations**

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



**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.