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

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

View and Pay your account online at: 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

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YOUR BILL:

This billing cycle: **Sept – Nov 2026.** The 2026 rates are posted at: www.DCWWA.org & available by request. Past due amounts are added with late charges to your next bill.

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.

ANNUAL WATER QUALITY REPORTS:

The 2025 Water Quality Reports are posted on our website at: www.DCWWA.org. For a printed copy call our Main line: 845-486-3601

E-Check processing is now FREE.
Pay your bill at:
www.municipalonlinepayments.com/dcwwa
Fees apply when paying by credit/debit card. (3.7% of balance or minimum $2.50 fee)

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.

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

Need to Contact us?

(845) 486-3601, Mon.–Fri. 9–4pm or dcwwa@dutchessny.gov. Billing e-mail: dcwwabilling@dutchessny.gov

Emergencies: call the 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

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 **October 15, 2026** will be added onto the January 2027 County/Town Tax Bill.

Rules & Regulations

Water/Sewer Rules & Regulations are available at www.DCWWA.org and upon request.