

JUST A FEW REMINDERS FROM OUR  
WATER BILLING/COLLECTION DEPARTMENT

Please remit payments to:  
Pendleton Town Hall – Water  
6570 Campbell Boulevard  
Lockport, NY 14094

Remember to include the **small** portion of the water bill with your payment. Please do not staple or paperclip your payment.

If you utilize an on-line pay service please make sure the 3<sup>rd</sup> party payee has the correct address. Also, please make sure the account number is on the face of the check to ensure proper posting to your account (The water bill stub does not come with a 3<sup>rd</sup> party payment often making it difficult to find the correct account). Please allow 10 business days for the mailing of on-line payments.

Billing occurs quarterly in January, April, July and October. If you do not receive a bill by the **last day** of the billing month please contact the billing clerk at 625-8833 ext. 11. Our office **cannot** be held accountable for postal problems. We do not use a machine sort. All bills are physically counted and sorted by hand. There is very little room for error. The water bills are generated by road. A report, which provides the total number of meters read, is processed for each road. The number of bills printed must match the number of accounts processed on the report before they can be bundled and sent to the post office.

In addition, our office **cannot** be held accountable for postal delays. Most weekend mail is processed in Rochester before it is received in our office. Hence, if you mail your check on Friday we may not receive it until Tuesday or Wednesday. Payments must be received by 4:00 p.m. on the due date to avoid late charges, so please allow a few days for delivery. Our system is set up to assess late charges on the date due, which is posted on the small portion of your water bill.

Your previous and current meter readings are posted on the larger portion of your bill. You, the homeowner should be comparing the meter readings on your bill to the reading on the meter located **inside** of your home. If there is a discrepancy you should contact the billing clerk immediately.

**REMINDER: IF YOU ARE SELLING YOUR HOME, PLEASE CALL THE BILLING DEPARTMENT TO SCHEDULE A FINAL READING AND A MANDATORY WATER/SEWER LINE INSPECTION AT LEAST 5 DAYS PRIOR TO YOUR SCHEDULED CLOSING DATE.**

I hope this information helps to provide you with an understanding of our billing process. Should you need any further information or have any questions, please do not hesitate to contact me at 625-8833 ext. 11.

Rita Dispenza