

IMPORTANT INFORMATION FROM THE WATER BILLING/COLLECTION DEPARTMENT

If you have just purchased a new home please contact our office immediately to set up an account.

Billing occurs quarterly in January, April, July and October. Water bills are mailed out on the 3rd Friday of the month. 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 in our office by 4:00 p.m. on the due date to avoid late charges.** Our system is set up to assess late charges on the date due, which is posted on the small portion of your water bill, so please allow a few days for delivery.

Payments can be made at the Town Hall between the hours of 8:00 am and 4:00 pm. There is also a lockbox located at the Town Hall inside the back entry for after hour payments. **Payments placed in the lockbox will be credited to your account on the NEXT BUSINESS DAY.** If you mail your payment please remember to include the **small** portion of the water bill with your payment. **Please do not staple or paperclip your payment.**

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

If you utilize an on-line pay service please make sure the 3rd 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 3rd party payment often making it difficult to find the correct account). **Please allow 10 business days for the mailing of an on-line check.**

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.

If you have a sewer system, your sewer charges are based on the water consumption amount. The Town of Pendleton **DOES NOT** adjust water bills for watering lawns or filling swimming pools.

If you are leaving the area temporarily (i.e. Vacation) please be advised that the Post Office **WILL NOT** forward water bills, even if you have a forwarding request on file. To avoid late charges you can pre-pay your bill, or have the bill sent to your temporary address. Please contact the billing clerk to make these arrangements.

If you are selling your home, please contact our office at least 5 business days prior to your closing date to schedule a final read and a MANDATORY water/sewer line inspection. There is a \$25.00 fee for this inspection. There may be additional charges incurred after the inspection is completed.

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