

# IMPORTANT INFORMATION FROM THE WATER BILLING/COLLECTION DEPARTMENT

## PLEASE KEEP THIS INFORMATION FOR QUICK REFERENCE

### IMPORTANT INFORMATION

#### • SALE OF A HOME

- ◆ **MANDATORY INSPECTION**--If you are selling a home, please call the Public Works Department at 716-625-8033 immediately to schedule a **MANDATORY** water/sewer line inspection. This inspection is **REQUIRED PRIOR** to closing. There is a \$50.00 fee for this inspection which will be added to your final water bill.
- ◆ Once you have your definite closing date, please call the Public Works Department at 716-625-8033 to schedule a final water meter reading. This will ensure an accurate final water bill if we do the reading on your closing date.

- **METER READING**—Your previous and current meter readings are under the “Current Meter Activity” on your water bill. You, the homeowner, should be comparing the meter reading on your bill to the meter located **INSIDE** of your home. If there is a discrepancy, you should contact the Public Works Department immediately.
- **TEMPORARILY AWAY**—If you are leaving the area temporarily for a length of time, 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 may pre-pay your bill, set up automatic withdrawal or have the bill sent to your temporary address. To make arrangements for while you are away, please contact the Public Works Department.
- **SEWER SYSTEM**—If you have a sewer system, your sewer charges are based on your water consumption. The Town of Pendleton **DOES NOT** adjust water bills for watering lawns or filling swimming pools.

### WATER BILLING

- Billing occurs quarterly in January, April, July and October. If you do not receive your bill by the first week of the following month, please contact 716-625-8033. Our office **cannot** be held accountable for any postal problems. All bills are sorted and counted by hand, reducing room for error. We have to match the number of bills printed to the number of accounts processed on a report.
- **MAILING PAYMENTS**--Our office **cannot** be held accountable for postal delays. If you mail your check on Friday, we may not receive it until Tuesday or Wednesday due to how weekend mail is processed through the post office. Be sure to include the bottom portion of your water bill with your payment. **Payments must be received in our office by 4:00 p.m. on the due date to avoid late charges. Please do not staple or paperclip your payment.**
- **PAYMENT DROP OFF**--Payments may be made at the Town Hall between the hours of 8:00 a.m. – 4:00 p.m. There is also a lockbox located at the back of the Town Hall for after hours convenience. **Payments placed in the lockbox after hours will be credited to your account for the previous business day.** Be sure to include the bottom portion of your water bill with your payment.
- **ONLINE PAYMENTS**—Payments can be made online at [www.pendletonny.us](http://www.pendletonny.us) Click on the **Pay Online** button, click **Pay Now** under Pay Water and Sewer Bill, and on the following screen, you may register or enter your information under the “Utility Account Information”.
- **THIRD PARTY PAYMENTS**—If you utilize an online pay service, please be sure the third-party payee has the correct address. Also, be sure that the account number is on the face of the check to ensure proper posting to your account. The bottom portion of the water bill does not come with a third-party payment, making it difficult to find the correct account without an account number. **Please allow 10 business days for the mailing of an online check.**
- **AUTO PAY**—The Automatic Bill Payment form can be found under the Water/Sewer Department online at [www.pendletonny.us](http://www.pendletonny.us)

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

Should you need further information or have any questions, please do not hesitate to contact me at 716-625-8033. Thank you.

Nancy Green  
Public Works Clerk