

Water

Village property owners pay a quarterly water bill, which includes metered billing for water consumption and sewer charges.

Water bills are payable to the “**VILLAGE OF KENMORE**” and can be paid either by mail or in person at the Clerk/Treasurer’s Office during regular office hours (M-F, 8 AM - 5:30 PM).

Please note that penalties will be assessed for any payments received after the due date that appears on your bill.

Bills from the previous calendar year, unpaid as of March 1st, will be assessed against your property taxes.

The Village of Kenmore implemented a new water software program in June 2015. As a result of this conversion, your water bill was given a NEW Account number, which is located in the upper left-hand corner of your bill. Please reference this NEW account number when making payment or inquiry to your water account.

If your bank makes the payment on your water account for you, please make sure to provide the bank with your NEW account number in order to avoid any problems in crediting your water account.

The following rates are in effect for bills issued beginning June 1, 2016

Water

Current Rates -

Water

\$30/quarter Minimal charge (first 8000 gallons) PLUS

\$5.00/1000 gallons above the minimal charge.

There is also a water surcharge of \$11/quarter.

Sewer

\$2.90/1000 gallons

There is a sewer surcharge of \$24/quarter.

In addition, your bill will include "DEC/Capital" surcharge which totals \$30/quarter. For more information on this charge, please see the "What's New" section.

Water Meters

Water meters are read once per quarter.

Any new owner will need to purchase a meter and fill out an application. Tenants cannot set up water accounts. We can accept applications from persons, other than the owners, only upon receipt of a Power of Attorney signed by the owner designating a representative, or in the case of the Estate, the Administrator or Executor.

New meters can be purchased through the Clerk/Treasurer's Office. The cost for a meter is as follows:

1/2" to 5/8"	\$65.00	Equipment Charge*
	<u>\$10.00</u>	Service Charge
	\$75.00	TOTAL
3/4"	\$85.00	Equipment Charge
	<u>\$10.00</u>	Service Charge
	\$95.00	TOTAL
1"	125.00	Equipment Charge

\$10.00 Service Charge

\$135.00 TOTAL

*Most residential customers will purchase this size.

Moving??

If you are moving OUT of Kenmore, you will need to contact the Clerk/Treasurer's Office to arrange for a final meter reading and to close out your account.

If you are moving IN to Kenmore, you will need to open your account at the Clerk/Treasurer's office. Please note, that under Village Code, only the owner (or legal representative - Power of Attorney, Executor, or Administrator) can set up the water account. We are not allowed to open an account through a tenant or in the tenant's name.

When am I billed?

The Village is divided into 3 billing units. Each Unit is billed quarterly for their water based on their meter readings.

ALL WATER BILLS ARE DUE 60 DAYS FROM THE 1st DAY OF EACH BILLING MONTH.

Water bills, by law, are sent to the Property Owner, not the Tenant. Unpaid water charges may

become a lien on the property.

UNIT I – Bills go out in March, June, September and December.

UNIT II – Bills go out in January, April, July and October

UNIT III – Bills go out in February, May, August and November.

Problems indicated by your meter

Most residents have both an outside and inside meter. The Village reads your outside meter once a quarter. Sometimes, the reading may indicate that there is a problem with your service (a leak, faulty meter, etc) or a problem with your meter.

When this occurs the Village will leave a tag requesting you to call to schedule an appointment to read your inside meter. It is very important that you call the Village right away so that we can identify the problem as soon as possible.

Common reasons for higher water consumption can include: problems with your toilet, watering your lawn or garden, filling a pool.

Location & Mailing Address

Clerk/Treasurer's Office – Room 17

2919 Delaware Avenue

Kenmore, New York 14217

Phone and Facsimile

Telephone: (716) 873-5700

Facsimile: (716) 873-0004