

# IN THE FLOW

A Publication of the Gloversville Board of Water Commissioners

**Office hours are, Monday-Friday 8:00AM-4:00PM (Closed Saturday, Sunday & Holidays)**

**After hour water related emergencies please call the Fulton County Sheriffs at 518-736-2100.**

**Important Information Regarding Your Water Meter: Due to the on-going COVID-19 pandemic we will only be doing contactless appointments. A short health screening questionnaire will be asked prior to making any appointment. Our employees will have a water department picture ID badge and will be in a water department vehicle that is clearly marked with our department logo on the sides of the vehicle. Replacing your meter takes less than 5 minutes. Thank you in advance for your cooperation during these difficult times, it is greatly appreciated!**

All pertinent information relating to the Water Department can be found on our website, as well the ability to download forms that you would otherwise have to come into the office to receive. The website is: [www.gloversvillewater.com](http://www.gloversvillewater.com). **The Annual Water Quality Report (AWQR) can be accessed by visiting our website and clicking on the 2020 Annual Water Quality Report tab. It may also be viewed on our Facebook page @ Gloversville Water Works.** Those still wanting a hard copy can call our office at (518)773-4520 to have a copy mailed to them. Copies will also be made available at the Gloversville Public Library and the Gloversville Senior Center.

**We have been awarded a Lead Service Line Replacement Grant. This is for the replacement of lead services that we currently have in the ground supplying our resident's homes. If you have a lead service and would like to be put on a list for replacement, please contact our office. If you are not sure if you have a lead service, you can go to our website, [www.gloversvillewater.com](http://www.gloversvillewater.com).**

**\*\*New fees as of 1/1/21:**

Residential water test fee will be \$35; Municipality water test fee will be \$30.

¾" Tap fee will be \$1700; 1" Tap fee will be \$1800

Water testing which tests for bacteria, E. Coli and coliform, are done at our Filtration Plant at 329 Norboro Rd, Gloversville. Testing is done Monday – Friday from 6am – 1:30pm. (Summer Hours)

If you should ever have any questions or concerns, please feel to contact our office at 518-773-4520.

Board of Water Commissioners:

Gary Antonucci - President

James Isabella – Vice President

Matthew Capano

Stephen Mauro

James Robinson

Anthony Mendetta - Superintendent

Christine Linart - Clerk of the Board

**(OVER)**

On May 11, 2021, Governor Andrew M Cuomo signed into law amendments to the Public Service Law that prevent municipalities from terminating water service to customers for non-payment of an overdue charge during the COVID-19 State of Emergency. Upon the expiration of the COVID-19 State of Emergency or December 31, 2021, whichever date is earlier, we will resume disconnection of water services to residential and small business (less than 25 employees) customers who are delinquent in payments for water service.

1. Additional protections have been enacted for residential and small business customers with 25 or fewer employees who have been unable to pay their water bills after March 7, 2020, because of a change in financial circumstances due to the COVID-19 State of Emergency.
2. From May 11, 2021, until the COVID-19 State of Emergency is lifted or expired, we shall not terminate or disconnect the water service to residential customers and small businesses for non-payment of an overdue charge. We shall also not place or enforce any lien on the real property of our residential and qualified small business customers.
3. For a period of 180 days after either the COVID-19 State of Emergency expires or December 31, 2021, whichever is earlier, customers who have been unable to pay their water bills may contact the Gloversville Water Works to self-certify "a change in financial circumstances due to the COVID-19 State of Emergency." For those customers that successfully complete the self-certification process, the Water Dept will not terminate or disconnect service and or place a lien on the real property of our customers for non-payment of past due amounts. Customers will also be provided an opportunity to request a deferred payment agreement, or to request to restructure an existing deferred payment agreement, with no late fee, penalties, or down payment required.

If you are a resident or qualified small business customer who has experienced a financial hardship due to the COVID-19 State of Emergency, contact us at (518) 773-4520 to request the Self-Certification Form to prevent service termination and to apply for a deferred payment agreement. (The complete text of the Notice of DPS Guidance related to the COVID-19 utility moratorium on terminations and disconnections, is available on the DPS website at [www.dps.ny.gov](http://www.dps.ny.gov).)

#### Procedures for Credit/Debit, Online, and Phone Payments for Water Bills

Transaction Fees for the Gloversville Water Department are as follows:

- 2.1% plus a .25 cent fee per transaction will be charged for Credit/Debit Card payments, with a payment limit of \$1,500.00 per 30 days.
- \$1.00 per transaction fee for E-Check payments with a payment limit of \$25,000.00.

Payments may be made:

- Online: go to [www.gloversvillewater.com](http://www.gloversvillewater.com) hit link to pay bill and to sign up for paperless billing
- By Phone: Call 1-844-667-8277
- In Office/By Mail: Gloversville Water Department-67-73 S. Main St., Gloversville, NY 12078.

**The Gloversville Water Department accepts: Visa, Mastercard, Discover & American Express.**