

****After-Hours Water Emergencies: Fulton County Sheriff's Department (518)736-2100****



SUMMER IS HERE!!

Make a splash and soak up the sun at the Splash Pad this year! It's the perfect place for families to cool off and have some fun on those sweltering summer days. Best of all, the Water Department is proud to keep the fun flowing by providing the water for this amazing attraction completely free of charge. "We'll see you there!"

IMPORTANT INFORMATION

In accordance with the \$12.3 million Grant awarded to Gloversville Water Works through the Bipartisan Infrastructure bill to replace all lead and lead galvanized pipes that supply people's homes we recently mailed letters to those properties known to have lead, lead galvanized, or unknown services in their homes. We will continue to provide additional updates as more information on the project becomes available.

****Everyone now has access to our new smart water app called Neptune My360. This portal allows you to track your water usage and get real time leak alerts. Previous users of the SmartWater app will need to re-register with Neptune. To register for this free service please visit www.gloversvillewater.my360-app.com or scan the QR Code shown here → → → → → → → → → →**



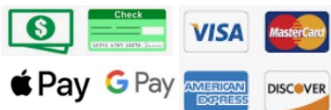
IN OTHER NEWS:

Effective June 1, 2026, all water rent rates increased by 4%.. These increases are impacted by rising costs of operations due to inflation. Accounts are subject to a penalty if payment is not received by the bill due date and will accrue monthly interest on any unpaid balance. It is strongly recommended that you contact our office immediately if you are unable to pay your bill. Payment plans are available to avoid shut off if you are unable to pay your bill. Payment plans must be established prior to receiving a final notice to pay. A Final Notice will be mailed approximately 60 days after bill date and will include the anticipated date for shut offs for non-payment. **No plan will be made with five (5) days of receiving your final notice.** A fee of \$10 per month enrolled in the plan will be assessed to the total amount owed. Should water be shut off due to non-payment, you will be charged a \$100 fee to reconnect your service.

The Water Department will no longer be placing door tags prior to shut off. Please be sure to make your payment in a timely manner or contact our office if you believe you will be unable to pay your bill.

The Board of Water Commissioners adopted a policy to be used in the event of complaints/disputes of bills for water consumption. **All complaints with respect to the Water and/or Sewer portion of bills must be filed with the Clerk of the Water Board within 30 days of the date of the bill.** Complaints filed for the Sewer portion of the water bill are subject to rules issued by the Gloversville/Johnstown Joint Sewer Board. All complaints must be submitted on an official Gloversville Water Department written complaint form. A copy of the water bill being disputed and documentation to support the dispute or complaint must be attached to the complaint form. The completed and signed form shall be mailed or personally delivered to the Clerk of the Water Board at the Gloversville Water Works office located at 67-73 S Main St. Gloversville, NY 12078. On the designated meeting date, the Gloversville Board of Water Commissioners will consider disputes/complaints where customers or their representatives may personally appear before the Board. Final disposition of all Water bill complaints/disputes rests with the Gloversville Board of Water Commissioners. Final disposition for Sewer complaints/disputes rests with the Gloversville/Johnstown Joint Sewer Board.

The Board has adopted a policy in the event of extreme water usage attributed to a piping failure which is declared not to be the fault of the property owner. To be considered for relief from such failure, the incident must meet all criteria set forth by the Board. In accordance with the policy, the responsible party will be held liable in the event of a major piping failure and loss of un-metered water due to neglect or failure of the owners or occupants of buildings. The responsible party is required to keep connecting or supply pipes and other fixtures connected therewith, to include sealed fire sprinkler systems, in good working order. The Board of Water Commissioners has adopted a policy in the event of a frozen water service for customers who have an active account with the Gloversville Water Department. Contact our office for more information regarding these policies.



DID YOU KNOW... your bill can be paid online or by phone any time AND we accept partial payments! Have your full account number ready and visit www.gloversvillewater.com then click **BILL PAY ONLINE** or call (844)667.8277 for details and fees.

All pertinent information relating to the Water Department, as well as the ability to submit fillable forms that you would otherwise have to visit our office can be found on our website at www.gloversvillewater.com. The Annual Water Quality Report (AWQR) can be accessed by visiting this website and clicking on the **2024 Annual Water Quality Report** tab. It can also be viewed on our Facebook page at Gloversville Water Works. Those who prefer a hard copy are welcome to call our office and request it to be mailed. Copies will also be made available at the Gloversville Public Library and the Gloversville Senior Center.