

IN THE FLOW

A Publication of the Gloversville Board of Water Commissioners

Gary Antonucci - President

Matthew Capano– Vice President

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Anthony Mendetta - Superintendent

James Isabella

Timothy White

Christine Linart - Clerk of the Board

Main Office, 67-73 S Main St. Monday-Friday 8:00AM-4:00PM (Closed Saturday, Sunday & Holidays)

After hour water related emergencies, please call the Fulton County Sheriff's Department at 518-736-2100.

Filtration Plant, 329 Norboro Rd. Monday-Friday 7AM – 2:30PM (Winter Hours)

There is a new **Federal Low Income Household Water Assistance Program** (LIHWAP) that may provide up to \$5000 for past due water/sewer bills if income qualified. Please contact your local Department of Social Services office or call the Office of Temporary and Disability Assistance (OTDA) at 800-342-3009 or online at www.otda.ny.gov to apply.

All pertinent information relating to the Water Department can be found on our website, as well the ability to submit fillable forms that you would otherwise have to come into the office to receive. The website is: www.gloversvillewater.com. The Annual Water Quality Report (AWQR) can be accessed by visiting our website and clicking on the 2021 Annual Water Quality Report tab. It may also be viewed on our Facebook page at 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.

Effective **3/1/23**, the Gloversville Water Works will be raising its water rates 10% for both inside and the outside the city customers. The average person's water bill will increase \$10.80 per 6-month billing cycle. The rate increase is due to a steady decline in Industrial water use, ongoing mandated infrastructure upgrades throughout the distribution system, as well as inflation caused by the COVID-19 pandemic. The Water Board has also implemented an infrastructure charge to be set aside in a separate reserve account to pay for future infrastructure upgrades of the water system. The fee will be \$0.25 per 100 cu ft of water used. In addition to the rate increase the Water Department has received a NYS Environmental Facility Corporation's Green Infrastructure program grant to upgrade all water meters to fully automated. Upon installation of the new meters each customer will be billed an automated meter charge per billing cycle in the amount of \$7 and in return will have access to a "water smart" link that will offer a wide variety of features for our customers like e-billing, water usage monitoring tips, step by step video directions for leak detection, instant leak notifications via text, e-mail, or phone, etc. This platform is being built and will be available soon with information for signing up for this feature. For more information on Water Smart, you can go online to www.watersmart.com or check out the YouTube video at youtube.com/watch/v+c-hjWULCSWM. This meter upgrade project is currently underway. A mailer from the installation company, Hydro Utilities, will be sent to you prior to changing the meters in your area. Once you receive your letter, please set up your appointment to have your meter changed out. **Please update the following contact information so you can be contacted regarding your meter installation.**

Name: _____

Phone # _____

Account # _____

Email _____

The Board of Water Commissioners adopted a policy to be used in the event of extreme water use attributed to piping failure declared not to be the fault of the owner of a property. To be considered for relief from such failure the incident must meet all the criteria. Contact the Water Department for more information.

On March 8, 2022, the Board of Water Commissioners adopted a new policy in the event of a frozen water service for customers who have an active account(s) with the Gloversville Water Department. The resolution states in the event a customer requests assistance to un-thaw a frozen service a fee schedule and policy for collection and payment has been approved as follows:

1. 1ST Request per service address per winter season: Free
2. 2nd Request and all requests following per service address per winter season: \$200
3. Property owners will be billed the appropriate fees via an invoice separate from the regular water bill. The invoice will be payable 30 days from the invoice date. If the invoice is not paid within 30 days from the original invoice date the water will be shut off at said premises for un-thawing services provided.
4. If the invoice remains unpaid as of 12/1 of the year of the original invoice, any amount outstanding will be added to the water bill account where services were performed and will be included as a delinquent water bill amount and added to the annual tax levy as a tax lien to the said property's city tax bill for the tax year following the original invoice.

On March 8, 2022, they also adopted the policy to hold liable the responsible party in the event of a major piping failure and loss of un-metered water because of neglect or failure of the owners or occupants of buildings to keep connecting or supply pipes and other fixtures connected therewith to included sealed fire sprinkler systems in good working order.

The policy states:

1. The Water Superintendent and/or Chief Water Treatment Plant Operator will complete a Statement of Damages/Estimate of Un-metered Water used based on normal metered water use at the Filtration Plant and the number of gallons used over normal daily usage on the day of the major piping failure/leak.
2. Estimated un-metered water used will be charged to customer at the current process cost per 100 cu ft of estimated consumption according to the Statement of Damages/Estimate of Un-metered Water.
3. The process cost shall be calculated using the total expenses of the Filtration Plant as reported in the most current Annual Budget divided by the total number of gallons delivered to the city as set forth in the last Annual Report of the Gloversville Board of Water Commissioners.
4. Property owners shall be billed fees via an invoice separate from the regular water bill and the invoice will be payable 30 days from the original invoice date. If the invoice is not paid within 30 days from the original invoice date, the water to the said premises will be shut off.
5. If the invoice remains unpaid as of 12/1 of the year of the original invoice, any amount outstanding will be added to the water bill account where services were performed and will be included as a delinquent water bill amount and added to the annual tax levy as a tax lien to the said property's city tax bill for the tax year following the original invoice.

Payments may be made:

- Online: go to www.gloversvillewater.com hit link to pay bill and to sign up for paperless billing (fee applies)
- By Phone: Call **1-844-667-8277** (fee applies)
- 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 (fee applies)