

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. If any issues arise during the meter installation process, we will notify you and a new appointment will need to be scheduled.

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. Also, our **Annual Water Quality Report** can be viewed on this website. We are no longer required to mail this report out to our customers; however, we must make it available online to our customers to be read. **The Annual Water Quality Report (AWQR) can be accessed by visiting our website and clicking on the 2019 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 in the amount of \$624,000.00. This is for the replacement of lead services that we currently have in the ground supplying our resident's homes. We began replacing lead services, beginning September 2018. 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, please call our office and we will let you know if you qualify.

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

Board of Water Commissioners:

James Robinson - President

Gary Antonucci - Vice President

Stephen Mauro

James Isabella

Robert Shell

Anthony Mendetta - Superintendent

Christine Linart - Clerk of the Board

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ATTENTION!! Fees for frozen meters are increasing effective February 1st, 2020.

1st offense- \$100.00

2nd offense- \$175.00

3rd offense and beyond- \$270.00 (Current cost of meter replacement subject to change)

****If you are experiencing a hardship due to COVID 19 and are having trouble paying your water bill, please reach out to our office to learn more about our payment plans and options****

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 hit link to pay bill and to sign up for paperless billing**
- **By Phone: Call 1-844-667-8277**
- **In Office: Gloversville Water Department-67-73 S. Main St., Gloversville. (Note- Due to COVID-19 our office is closed to the public. You may put your payment in our new drop slot located to the right of our entry door. A receipt can be mailed to you upon request. NOTE- Please have the exact payment amount, we will not be giving change and any remaining money will be credited to your account.) If you would like a receipt for your payment, please note whether you would like it mailed or emailed. If you would like it emailed, please provide your email address. Thank you for your cooperation!**

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