

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.

Water testing which tests for bacteria, E. Coli, and coliform, is done at our Filtration Plant at 329 Norboro Rd, Gloversville (518-773-4586). Testing is done:

Monday – Friday from 6am – 1:30pm. (Summer Hours)

Monday – Friday from 7am – 2:30pm. (Effective 9/7/21)

CURRENT RATES

Municipal Water Test - \$30

Private Water Test - \$35

RATE CHANGES Effective 1/1/22

Municipal Water Test - \$35

Private Water Test - \$40

Effective **2/1/22**, the Gloversville Water Works will be raising its water rates 6% for both inside and the outside the city customers. The minimum usage charge will also be increased by an additional 10%. This will result in an average person's water bill increasing \$7.80 per billing cycle. For a more detailed rate increase schedule you can request one by contacting the Gloversville Water Department at 518-773-4520. The rate increase is due to a steady decline in Industrial water use, ongoing mandated infrastructure upgrades throughout the distribution system, as well as budget constraints from the ongoing COVID-19 pandemic. In addition to the rate increase the Gloversville Water Department has received a grant through the NYS Environmental Facility Corporation's Green Infrastructure program to upgrade all water meters in the system to fully automated. Upon installation of these new meters each customer will be billed an automated meter charge per billing cycle in the amount of \$7.00 and in return will have access to a "water smart" app 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. For more information on the water smart app please contact our department at the above referenced number. You can also go online to www.watersmart.com or check out the YouTube video at youtube.com/watch/v+c-hJWULCSWM.

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. 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.

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

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The Board of Water Commissioners adopted the following format as 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 of the following criteria:

1. The use must be in connection to a major failure of piping.
2. The bill must be in excess of \$1000.
3. The bill must be in excess of 5 times the average bill.
4. The average bill shall be calculated using the past four (4) previous bills.
5. There will be only one claim per household per owner. Each claim or occurrence will be recorded on the company's computer where it will be included in the account notes for that address. This documentation will be used when processing any future claims for that address.
6. The use must be created by residential water use to exclude any non-owner occupied and owner-occupied income properties.
7. The Water Board will be solely responsible for the decision of any reduced water bills and their decision will be final.

If the claim meets the criteria set forth above, then the bill will be calculated using the following method:

1. An amount equal to 5 times the average bill shall be charged against the account.
2. Any usage greater than 5 times the average bill shall be charged at the process cost.
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.

If customers have a major piping failure and would like to be considered for a bill adjustment, they must submit an application to the Water Department with **thirty (30) days** from their billing date.

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/By Mail: Gloversville Water Department-67-73 S. Main St., Gloversville, NY 12078.

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

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