

VILLAGE OF GOWANDA  
27 EAST MAIN STREET  
GOWANDA, NEW YORK 14070  
(716) 532-3353

[NAME]

[ADDRESS]

[ACCOUNT NUMBER]

**NOTICE OF DELINQUENT WATER SERVICE AND/OR SEWER SERVICE PAYMENT**

Village of Gowanda Water Department records indicate that the invoice issued to you for water and/or sewer service in the amount of \_\_\_\_\_, at the above address, or if you are a non-occupying owner of the above referenced property, the invoice issued to the individual(s) named above who occupy the property, is thirty (30) or more days past due. **A late fee of ten per cent (10%) of the outstanding amount will be added to your account monthly until all charges are paid in full.**

Payment of the outstanding amount must be received by the Village Clerk no later than 5 P.M. on the day ten (10) days from the date of this notice (the Due Date). If the Due Date falls on a weekend or a public holiday on which the Village Office is closed, your Due Date shall be the next business day thereafter on which the Village Office is open.

If you are unable to pay the balance due on the account prior to the Due Date, **YOU SHOULD CALL THE VILLAGE OFFICE IMMEDIATELY (716-532-3353)** and you may request relief as provided in Section 45-12.4(e) of the Village Water Law. In the case of inability to pay a water service invoice, the Village may, but shall not be required to, offer a reasonable installment payment plan where, at a minimum, the invoice at issue is equal to or greater than 200% of the customer's average water bill over the last 12 months (or a shorter time if the service has not been in use for a full 12 months at that time). The Village may offer an installment payment plan in other situations, upon proof of financial hardship and at the Village's sole discretion. No installment payment plan will be offered to delinquent account holders who have previously defaulted on an installment payment agreement. **Any installment payment under an offered plan is to be made in addition to the amount due on the delinquent customer's regular quarterly bills.**

If you fail to pay the delinquent amount by the Due Date the service to the above referenced property will be subject to water service shut off. A further Notice of Shut Off will be posted at the residence advising you of the specific date the water service will be terminated, and a Shut Off notice posting fee of Ten Dollars (\$10.00) will be added to this account. In order for water service to be reconnected, a reconnection fee in the amount of \_\_\_\_\_ must also be paid in addition to the total balance due on the account. This payment must be made in cash or money order at the offices of the Village. Normal hours for service reconnections by the Village are 8:00 a.m. to 2:30 p.m. Monday through Friday. In case of an emergency, after-hours reconnection services may be requested. A special additional charge according to the Schedule of Rates for after-hours service will be levied. This charge, in addition to the

amounts specified above, must be paid in cash, certified check or money order in **advance** prior to restoration of service.

For any customer outside of a Village of Gowanda Water District, if the Village is unable to terminate the water service the Village will impose a \$5 / day charge in addition to the late charges set out in this letter.

**THIS DELINQUENCY MAY BE DISPUTED BY FILING A WRITTEN STATEMENT OF THE REASONS FOR THE DISPUTE WITH THE VILLAGE CLERK, WHO SHALL FORWARD SUCH STATEMENT TO THE WATER HEARING BOARD. IF A DISPUTE IS FILED, IT WILL BE INVESTIGATED AND A FORMAL WRITTEN RESPONSE WILL BE GIVEN BY THE WATER HEARING BOARD WITHIN THIRTY (30) DAYS OF RECEIPT OF THE WRITTEN DISPUTE NOTICE. TERMINATION OF WATER SERVICE WILL BE DEFERRED PENDING THE PROCESSING OF THE DISPUTE.**

**IN THE COLLECTION OF USER CHARGES AND OTHER FEES IMPOSED BY THE WATER LAW, THE VILLAGE SHALL BE ENTITLED TO ASSESS AND COLLECT REASONABLE ATTORNEY FEES.**

Please include your invoice or this letter with any payment.

Sincerely,

Village of Gowanda Water Department