

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

[NAME]

[ADDRESS]

[ACCOUNT NUMBER]

NOTICE OF WATER SERVICE TERMINATION

URGENT: IMMEDIATE ACTION REQUIRED TO AVOID WATER SERVICE SHUT OFF

THE WATER SERVICE TO THE ABOVE REFERENCED PROPERTY WILL BE SHUT OFF ON

_____.

On _____ the Village of Gowanda Water Department sent you a notice of Delinquent Water Service/Sewer Service payment. Our records indicate ten (10) days have passed without payment of the delinquent amount and that no party has requested an inability to pay determination or submitted a written Dispute of the amount due. **A late fee of ten per cent (10%) of the outstanding amount is currently being assessed to your account monthly. The total amount due to prevent water service shut off is _____.** You may prevent water service shut off by paying the amount due (above) at the Offices of the Village of Gowanda no later than 24 hours prior to the shut off date listed above.

IF YOU ARE UNABLE TO PAY THE BALANCE DUE ON THE ACCOUNT PRIOR TO THE SHUT OFF DATE ABOVE, YOU SHOULD CALL THE VILLAGE OFFICE IMMEDIATELY (716-532-3353). YOU MAY BE ENTITLED TO REQUEST AN INSTALLMENT PAYMENT PLAN 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.**

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 PRIOR TO THE SHUT OFF DATE LISTED ABOVE. 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