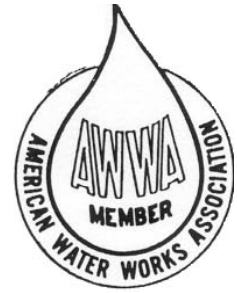


WATER COMMISSIONERS OF THE TOWN OF WATERFORD

127 SECOND STREET POST OFFICE BOX 489
WATERFORD, NEW YORK 12188-0489

(518) 237-0422
Fax (518) 237-2306



JEFFREY D. CLEARY, President
MARK FORCHILLI, Secretary
WAYNE MARBLE, Treasurer
CHARLES FUSCO, Commissioner
DANIEL KNIGHT, Commissioner

MEMORANDUM

DATE: February 19, 2025
TO: Customers of the Water Commissioners of the Town of Waterford
and The Town of Waterford, Sewer District One
CONCERNING: New Billing System

Dear Customer:

In response to the need to streamline processes we are currently engaged in the migration of the Water and Sewer Billing systems to a new Cloud-based Online System. With the new system we can offer our customers new features and options to better serve them. Once you have received your new style bill, you will be able to go online to our website and create an access point through the customer portal. Customers can see their current account status, make billing address changes, pay online, opt for email billing and more. Customers must receive their new style bill before access is available to them online. The first round of new bills is scheduled for the March billing cycle.

As always, we are available to answer any account questions during our normal office hours and if you wish to continue as you have in the past, no action is necessary on your part. The bills will have a fresh new look. With the improved graphics the bills are now easier to read.

Example:

Water Commissioners Town of Waterford 127 Second St. - Waterford NY 12188 / 518-237-0422 Acct # 8000W Name: Valued Customer Due Date: 01/20/2025 - Amount Due: \$0.00 Please return this stub with your payment	WATER BILL				FIRST CLASS MAIL U.S. POSTAGE PAID	
	1776 Saratoga Ave. Mailed from ZipCode 12188					
	Bill Date	Due Date	Account #	PERMIT NO. 3		
	01/01/2025	01/20/2025	8000W			
	Utility	Previous	Current	Usage	Read Date	
water	0	0	0	01/01/1900		
Total Due by 01/20/2025					0.00	
Address Service Requested						
Valued Customer 1776 Saratoga Ave. Waterford, NY 12188						

Town of Waterford PO Box 356 - Waterford NY 12188 / 518-237-0422 Acct # 9999S Name: John Doe Due Date: 01/20/2025 - Amount Due: \$40.52 Please return this stub with your payment	SAMPLE SEWER BILL				FIRST CLASS MAIL U.S. POSTAGE PAID	
	123 Main St. Mailed from ZipCode 12188					
	Bill Date	Due Date	Account #	PERMIT NO. 3		
	01/01/2025	01/20/2025	9999S			
	Utility	Previous	Current	Usage	Read Date	
sewer	1000	2100	1100	01/01/2025		
Total Due by 1/20/2025					40.52	
** SAMPLE BILL ONLY ** DO NOT PAY						
John Doe 123 Main St. Waterford, NY 12188						

We look forward to providing this service to the public who have been asking for this change for many years. The Water Commissioners of the Town of Waterford remain dedicated to providing the citizens of the Town and Village with safe, reliable, potable water at rates as low as possible.

Thank you,
Water Commissioners of the Town of Waterford