



Grand Island, NY. The Heart of the Niagara.



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# GRAND ISLAND, NY

*The Heart of the Niagara*

**GOVERNMENT**

**DEPARTMENTS**

**RESIDENTS**





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# Water Billing

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Everything you need to know about your water bill and your water meter should be right here on this page, but if you have any questions, please don't ever hesitate to contact us!

Our office hours are Monday through Friday 8:30 am – 5:00 pm.

**Water Billing Cycle** The Town of Grand Island is divided into three billing cycles. Each cycle is billed quarterly based on usage through the meter for the prior three months. Water meters have a radio transponder on them which allows us to read the meter from the street. Unless there is a problem reading the meter, each billing is based on actual usage.

**Paying Your Water Bill:** Water/sewer bills can be paid by mail or in person  
Monday through Friday  
8:30 am – 5:00 pm  
Town Clerk's Office, Town Hall  
2255 Baseline Road Grand Island, New York 14072

In addition, there is a drop box located outside the main entrance of Town Hall where payments can be deposited. *Please note: payments left in the drop box are posted the following business day.*

**Methods of payment:**

- Cash, check or money order (**payable to "Town Clerk"**), is accepted at the counter
- Debit and credit cards are accepted at the counter *\*service fees apply*
- Credit Card/Check payments can be made online *\*service fees apply.\* [Make an online payment.](#)*
- [ACH \(auto pay\)](#) is also available. [ACH Enrollment Form](#)

Quarterly water bills are due on the 15th of the month. Payments must be received on or before the due date after which a **10% penalty** will be added. **Failure to receive a bill does not waive the past due penalty.** If the 15th falls on a weekend or holiday, payments are accepted penalty-free on the next business day. If not paid by October 31, arrears will be assessed against your Erie County property tax.

**Water and Sewer Rates** The following rates are in effect for bills issued beginning 1/1/17:

Water \$21.00/quarter minimum charge (first 7,000 gallons) plus \$3.00/thousand gallons above the minimum There is also a \$3.00/quarter administrative fee

Sewer \$36.40/quarter minimum charge (first 7,000 gallons) plus \$5.20/1000 gallons above the minimum

## Contact

Elaine O'Neill - Sr. Account Clerk  
[elloneill@grand-island.ny.us](mailto:elloneill@grand-island.ny.us)  
773-9600 ext. 614

Liz Velocci - Account Clerk  
[lvelocci@grand-island.ny.us](mailto:lvelocci@grand-island.ny.us)  
773-9600 ext. 612

Fax (716) 773-9615  
Dept. Email:  
[waterbilling@grand-island.ny.us](mailto:waterbilling@grand-island.ny.us)

Grand Island Town Hall  
Accounting Office (2<sup>nd</sup> Floor)  
2255 Baseline Road  
Grand Island, New York 14072

The Town of Grand Island Water Billing Department would like to remind residents that any past due amounts not paid by **10/31/21** will be added to the 2022 Town/County tax bill.

If you are a resident or small business that has experienced a change in financial circumstances due to the COVID-19 state of emergency, you may be eligible for a deferred payment plan and relief from relevely on 10/31/21.

Note: Additional information and supporting documentation from customers seeking to enter into a deferred payment agreement may be required.

For more detailed information:

[\[Covid DPP Notice\]](#)

To apply for this program:

[\[Covid DPP Self Certification\]](#)

For further information, please contact the Town's Water Billing Department at (716) 773-9600 extension 614 no later than **October 24, 2021**.

2255 Baseline Rd - Grand Island - New York - 14072

(716) 773-9600 - Mon- Fri 8:30am - 4:30pm

Public Comments: [publiccomments@grand-island.ny.us](mailto:publiccomments@grand-island.ny.us)

Website By Revize LOGIN



**WATER BILLING  
DEPARTMENT**



**TOWN OF GRAND ISLAND**

2255 Baseline Road  
Grand Island, NY 14072  
(716) 773-9600 ext. 614  
Fax: (716) 773-9615

September 24, 2021

**NOTIFICATION TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS REGARDING WATER SERVICE PROTECTIONS CONCERNING MORATORIUM ON WATER SERVICE TERMINATION AND WATER RELEVY, AND OPPORTUNITY FOR DEFERRED PAYMENT AGREEMENTS**

On May 11, 2021, Governor Andrew Cuomo signed into law amendments to the Public Service Law that prevent municipalities and public utilities from terminating water service provided to residents and small businesses for non-payment during the COVID-19 state of emergency. Additionally, the amendments prevent municipalities from relevying previously accrued water charges on or after May 11, 2021 until the end of the COVID-19 state of emergency. The state disaster emergency expired on June 24, 2021. All water suppliers must notify residential and small business customers of the protections afforded under the law.

Please be advised that service termination and relevying past due water charges is prohibited for an additional 180 days after June 24, 2021, for those residential and small business customers who **have experienced a change in financial circumstances due to the COVID-19 state of emergency.**

If you are a resident or small business that has experienced a change in financial circumstances due to the COVID-19 state of emergency and would like to request relief from service termination and relevying until December 22, 2021, you must contact the Town's Water Billing Department at (716) 773-9600 extension 614 no later than **October 24, 2021.**

Please be further advised that the law **does not eliminate a customer's obligation to pay accrued charges.** However, customers who have experienced a change in financial circumstances due to the COVID-19 state of emergency must be provided with the opportunity to enter into a deferred payment agreement without the imposition of deposits, late fees, or penalties.

If you are a residential or small business customer who has experienced such a change in financial circumstances and wish to enter into a deferred payment agreement to address any outstanding or accrued payments, you must contact the Town's Water Billing Department at (716) 773-9600 extension 614 no later than **October 24, 2021.** Additional information and supporting documentation from customers seeking to enter into a deferred payment agreement may be required.

*Customers that do not request protection from service termination or relevying, or do not enter into a deferred payment agreement, will be subject to the enforcement and lien provisions authorized by State and local law upon the expiration of the Public Service Law's protections.*

Forms are available upon request, on-line at [www.grandisland.ny.us](http://www.grandisland.ny.us) and in the Town Clerk's office. Please direct any questions or concerns to the Town's Water Billing Department at (716) 773-9600 extension 614 no later than **October 24, 2021.**

Sincerely,

Town of Grand Island Water Billing Department

**WATER BILLING  
DEPARTMENT**



**TOWN OF GRAND ISLAND**

2255 Baseline Road  
Grand Island, NY 14072  
(716) 773-9600 ext. 614  
Fax: (716) 773-9615

**Town of Grand Island Water Utility Self-Certification Form**

Service Address: \_\_\_\_\_

Name on the Account: \_\_\_\_\_

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**Certification:**

Please read the following certification. Your signature is verification that you are stating this to be true. "I attest that due to the COVID-19 state of emergency, which began on or after March 7, 2020, I have experienced a change in financial circumstances."

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This form must be completed and received by the Town of Grand Island Water Billing Department no later than **October 24, 2021**.

# PUBLIC REMINDER



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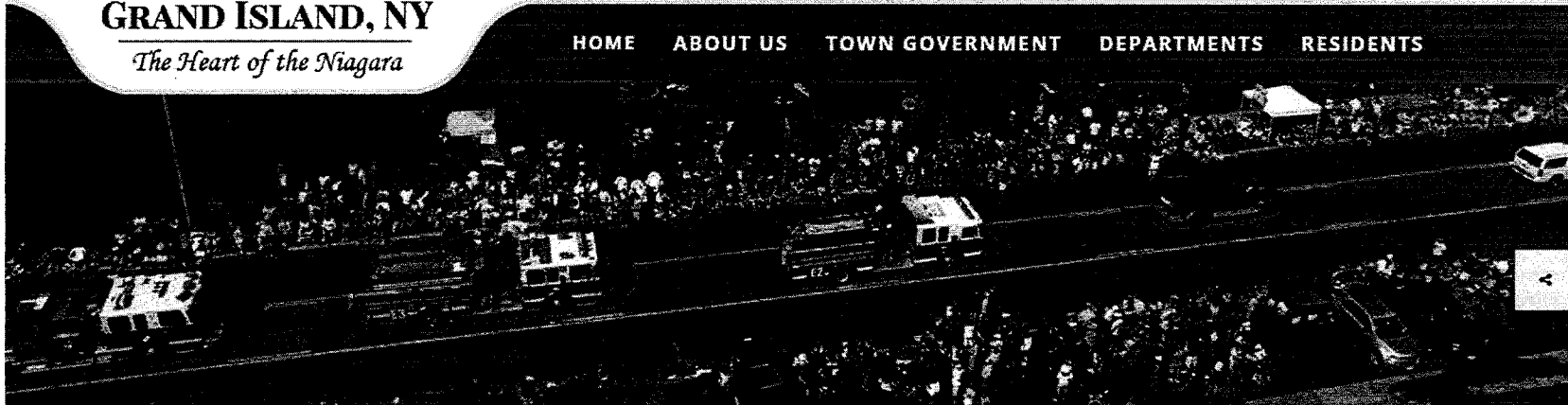


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#### ▲ COVID DEFERRED WATER BILL PAYMENT PLAN

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