



ANNOUNCEMENTS » Week of 6/26 YELLOW Recycle Week. Farmers Market every Sunday 9 AM - 1 PM Help support the Jefferson Avenue community. ...

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Contact Information

Village of Kenmore
2919 Delaware Avenue
Kenmore, NY 14217

Mayor

mayor@vi.kenmore.ny.us

Phone

(716) 873-5700

Fax

(716) 873-0004

Questions/Info

kjohnson@vi.kenmore.ny.us

Water**WATER QUICK LINKS:**

[Click here to pay your water bill online.](#)

[Download Water Application \(PDF\)](#)

We are currently accepting payments between **8 AM - 2:30 PM M-F.**

To pay by **check**, please **mail** your payment or place it in an envelope marked "Village of Kenmore Water" in the Drop Box located on the **Delaware Road** side of the Municipal Building. **DO NOT mail or place cash in the Drop box.**

The NYS Office of Temporary and Disability Assistance has a program to help you pay your water bill. Eligibility is based on income. For information about this program:

otda.ny.gov

If you have experienced a change in financial circumstances due to the COVID-19 State of Emergency, you may be eligible to enter into a Deferred Payment Agreement ("DPA") with reduction of fees and penalties. Upon the expiration of the COVID-19 State of Emergency, a DPA may still be available. For more information, please contact the Water Department at (716) 873-5700.

The Village has a new water program which includes an on-line payment feature. For instructions and information on how to use this feature, please click the [Pay Bill feature](#). Please note that there will be a service charge added to your water bill if you pay on-line.

[Click here to pay your water bill online.](#)

MOVING? please see the update below.

GENERAL INFORMATION ABOUT YOUR WATER BILL:

We can only open accounts in the name of the owner. Tenants are not allowed to set up or have accounts in their name. Only the Owner or his/her legal representative can set up a water account.

Village property owners pay a quarterly water bill, which includes metered billing for water consumption and sewer charges.

Water bills are payable to the **"VILLAGE OF KENMORE"** and can be paid either by mail, in person, or online at the Clerk/Treasurer's Office during regular office hours (M-F, 8 AM - 2:30PM).

[Click here to pay your water bill online.](#)

Please note that penalties will be assessed for any payments received after the due date that appears on your bill.

Who's Online

We have 33 guests and no members online

Meetings / Events Calendar

June 2022						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July 2022						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Upcoming Events

28 Jun 2022;
06:00PM -
Village Planning Board
([/index.php/events/eventdetail/516:planning-board](#))

04 Jul 2022;
12:00AM
Independence Day
([/index.php/events/eventdetail/504:day](#)).

05 Jul 2022;
07:30PM -
Village Board Meeting
([/index.php/events/eventdetail/514:meeting](#)).

Bills from the previous calendar year, unpaid as of March 1st, will be assessed against your property taxes. If payment is received after the re-levy, it will be applied as a credit on your account.

IF YOUR METER HAS NOT BEEN CHANGED TO A REMOTE READ METER, YOU ARE STRONGLY ENCOURAGED TO ROUTINELY CHECK THE READING ON YOUR OUTSIDE METER AGAINST THE READING ON YOUR INSIDE METER AND TO IMMEDIATELY CONTACT THE WATER DEPARTMENT IF THESE NUMBERS DIFFER.

Most residential properties have both an inside and outside meter. Because the outside meter is exposed to the elements, this meter may slow down over time. Since this meter is the one checked by our water meter reader each quarter, it may not be accurately reflecting your usage. Since you are still responsible for the total usage, and to avoid a very large water bill, it's best to advise us as soon as possible as to any difference between the outside and inside meter read.

If the meter reader notes that there has been a significant difference in your outside meter read (or if there are other indications that your meter is malfunctioning), a door tag will be left requesting you to contact the Water Department to schedule an inside read. Please contact 873-5700 as soon as possible if you receive a door hanger.

Please note that failure to set up a water account, or to not allow interior access to your property for purposes of checking/repairing/replacing the interior meter may result in the shut-off of your water service.

The Village is in the process of installing remote readers to all interior water meters. This will allow us to have real-time reads of your water consumption and will significantly reduce the number of times we will need interior access to your property.

The following rates are in effect for bills issued beginning June 1, 2022.

Current Rates

Water

\$35/quarter Minimal charge (first 8000 gallons) PLUS

\$5.25/1000 gallons above the minimal charge.

There is also a water surcharge of \$11/quarter.

Sewer

\$3.05/1000 gallons

There is a sewer surcharge of \$24/quarter.

In addition, your bill will include "DEC/Capital" surcharge which totals \$30/quarter. For more information on this charge, please see the "What's New" section.

The Budget for the Water and Sewer funds are independent of the General Fund. Revenues for the Water and Sewer Fund come only from water and sewer bills. Your tax dollars are NOT used to pay for expenses attributed to the Water and Sewer funds.

Water Meters

Water meters are read once per quarter.

Any new owner will need to purchase a meter and fill out an application. Tenants cannot set up water accounts. We can accept applications from persons, other than the owners, only upon receipt of a Power of Attorney signed by the owner designating a representative, or in the case of the Estate, the Administrator or Executor.

New meters can be purchased through the Clerk/Treasurer's Office.

Effective 6/1/2021: \$100/meter

If you are opening a new water account, this charge will be added to the first bill you receive in your name. This will be a one time charge.

Moving??

If you are moving OUT of Kenmore, you will need to contact the Clerk/Treasurer's Office to arrange for a final meter reading and to close out your account. We will need access to your property to read the interior meter for the final read.

If you are moving IN to Kenmore, you will need to open your account at the Clerk/Treasurer's office. Please note, that under Village Code, only the owner (or legal representative - Power of Attorney, Executor, or Administrator) can set up the water account. We are not allowed to open an account through a tenant or in the tenant's name.

Sellers: Please email kjohnson@vi.kenmore.ny.us with the date of your closing and attach a photo of the INSIDE water meter (located in your basement).

Purchasers: Please email kjohnson@vi.kenmore.ny.us with the closing date. You will be sent an application to print out, complete and email back with all the required account set up information. The water department will contact you with further instructions. **The one-time meter fee will be included on your first water bill.**

[Download Water Application \(PDF\)](#)

When am I billed? When is my bill due?

The Village is divided into 3 billing units. Each Unit is billed quarterly for their water based on their meter readings.

ALL WATER BILLS ARE DUE 60 DAYS FROM THE 1st DAY OF EACH BILLING MONTH.

Water bills, by law, are sent to the Property Owner, not the Tenant. Unpaid water charges may become a lien on the property.

BILLS ARE MAILED:

UNIT I (Red bill) - Bills go out in March, June, September and December.

UNIT II (Blue bill) - Bills go out January, April, July and October.

UNIT III (Green bill) - Bills go out in February, May, August and November.

BILLS ARE DUE:

UNIT I (red) bills are due: 5/1, 8/1, 11/1, and 2/1

UNIT II (blue) bills are due: 3/1, 6/1, 9/1, and 12/1

UNIT III (green) bills are due: 4/1, 7/1, 10/1 and 1/1

You are responsible for paying your water bill on or before the due date. If for some reason you did not receive your water bill, or have misplaced it, it is your responsibility to contact the water department to find out how much is due and to pay your bill on time.

Problems indicated by your meter

Most residents have both an outside and inside meter. If you don't have a Remote-read meter, the Village will read your outside meter once a quarter. Sometimes, the reading may indicate that there is a problem with your service (a leak, faulty meter, etc.) or a problem with your meter.

When this occurs the Village will leave a tag requesting you to call to schedule an appointment to read your inside meter. It is very important that you call the Village right away so that we can identify the problem as soon as possible. Failure to provide inside access to your meter may result in the termination of your water service.

Common reasons for higher water consumption can include: problems with your toilet, leaky faucets, watering your lawn or garden, filling a pool.

We strongly recommend routinely checking your water meters (inside and outside) to ensure that your meter reads are accurate and that you are being charged for correct consumption. Simply check the outside meter against the inside meter read and contact the Water Department as soon as possible to arrange for an inspection of your equipment if these meter readings do not match.

If the Village has installed a remote-read meter inside your home, you don't need to compare your inside to outside meter as the outside meter was disconnected as part of this installation.

Location & Mailing Address

Clerk/Treasurer's Office – Room 17
2919 Delaware Avenue
Kenmore, New York 14217

Office Hours: 8 AM - 2:30 PM M-F

Phone and Facsimile

Telephone: (716) 873-5700
Facsimile: (716) 873-0004

