

VILLAGE OF SHERMAN

WATER AND SEWER UTILITY SERVICE BILLING SCHEDULE

Bi-monthly bills, apply penalty fees after thirty-day due date.

EXERPT FROM THE MINUTES OF THE REGULAR MEETING OF THE BOARD

Wednesday, September 13, 2023 at 6:00pm

Example of account management process:

For water and sewer services received:	October 10 th – December 10 th
Meters are read and bills are generated:	December 12 th
Utility bill is due:	January 20 th
Penalty fees are applied:	January 21 th
10 day shut off notice to unpaid outside accts:	January 25th
Shut off delinquent outside accounts:	February 4 th

Utility Billing Schedule (approx. dates)

Dec & Jan	Billed	February 12th	Bill Due	March 20th
	Penalty applied	March 21st		
	Re-levy	April 1st	<i>Re-levy delinquent 'inside' village utility bills</i>	
Feb & Mar	Billed	April 10th	Bill Due	May 20th
	Penalty applied	May 21st		
Apr & May	Billed	June 10th	Bill Due	July 20th
	Penalty applied	July 21st		
June & July	Billed	August 10th	Bill Due	September 20th
	Penalty applied	September 21st		
Aug & Sept	Billed	October 10th	Bill Due	November 20th
	Penalty applied	November 21st		
Oct & Nov	Billed	December 10th	Bill Due	January 20th
	Penalty applied	January 21st		
Dec & Jan	Billed	February - the cycle continues		

Line Items for Two Utilities (for two months)

bills include both water and sewer utilities. Each bill reflects the base charge for water, a water usage charge, a sewer base charge, and a sewer usage charge. If a payment is not received, the next bill will reflect the new "current" charges for water use, water base, sewer use and sewer base, as well as the "previous" balances for these four line items, and the additional "penalties" for each unpaid item.

W&S PENALTY EFFECTIVE DATE, RES 2019-02-06.3:

The collection policy regarding the cut off of timely water and sewer bill payment acceptance: when the water and sewer bill due date falls upon a weekend or a national holiday, timely payment will be accepted through the following regular business day, after which penalties will be applied for overdue payments.

Customers inform us they "didn't receive their bill" therefore they are not paying the penalties. However, the penalties will remain, and if unpaid they will continue to be there until they are re-levied onto the next tax bill cycle. The NYS Office of the State Comptroller will not permit us to waive penalty fees. The water and sewer utilities are like any other in the sense that they have routine cycles and the state believes the responsibility is on the customer to know they have a bill due. The Village is unable to know what happens with a bill once it is mailed. It could have been picked up and slid under the car seat, accidentally thrown away, or the post office has lost it. Water and sewer utility services are overseen directly by NYS because they are municipal resources, so there is even greater emphasis on the accountability of payment (more so than other utilities). This is all according to NYSOSC.



Payment Portal

MORE INFO CAN BE FOUND AT WWW.SHERMANNY.GOV

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