



SEWER RENT PROGRAM INFORMATION

On March 10, 2020, the Board of Trustees adopted Local Law 2-2020 establishing a program to more equitably distribute the costs of maintaining and operating our Village's sanitary sewer system. Prior to the establishment of the Sewer Rent Program, expenses related to repair and maintenance of our sanitary sewer system were paid for through the General Fund. As we contend with an aging system that continues to demand significant investment for repairs and maintenance in order to keep our community clean and healthy, it is important to distribute these costs across all users of the system. The benefits of the Sewer Rent Program include the following:

Taxpayer savings: 40% of Dobbs Ferry property is tax exempt, which means a significant portion of the Village does not contribute to the funding of our public services. By establishing a separate sewer fund, all users of the system share the costs and contribute to the repair and maintenance of the system.

True cost transparency: The costs for sewer maintenance and repair were not previously obvious to the average taxpayer. When a sewage line unexpectedly breaks, the costs for repair can be in the tens of thousands while complete replacement can run into the millions. The sewer fund allows for better planning, dedicated capital project allocation and clear expenditure reporting under the separate fund.

The fees are based on use: The fees are charged based on water usage which means a small household that does not use much water, and therefore uses the sewers less, will be paying much less than a large institution that has much greater impact on our system. This fee structure is both fair, and it incentivizes responsible water use and encourages conservation.

Why this matters:

Poorly maintained sewers result in basement backups, raw sewage overflows and cave-ins with all associated risks to public health and our environment. It is in everyone's interest to have an adequately maintained, adequately funded sewer system. The separate sewer fund allows us to share these costs across the entire system.

Your Sewer Rent Billing:

- Your **first** statement will cover a four-month period from June 1 through September 30. All subsequent billings will cover a three-month service cycle and will be sent out quarterly.
- All Sewer Rent bills are placed in the property owner's name as listed on the Village tax rolls.
- Sewer Rent charges are billed quarterly due within 30 days of the statement date. Please note the late fee policy listed on the reverse side of your Sewer Rent statement.
- Please note that all usage quantity amounts come directly from Suez Water and are based on your individual water consumption during the service period.
- Questions related to the quantity of water usage should be directed to Suez Water at 1-877-266-9101.
- Reducing the total amount of usage and conserving water when possible will help keep both your water and sewer rent charges lower.

Dobbs Ferry has partnered with Minol USA to provide billing, customer service and payment collections for Sewer Rent charges. This partnership allows the Village to offer the following services:

- Online account access at DobbsFerryNY.myUtilityDirect.com
- Customer Service agents available Monday - Friday from 9:00 AM – 5:00 PM
By phone at: 1-888-876-1672 *By email at:* DobbsFerryNY@myUtilityDirect.com
- Multiple payment options including: payment by mail, online or over the phone
- Paperless billing and eStatement notifications
- AutoPay service and electronic bill pay options using your own online bill pay provider

For more information about your bill format, please see the reverse side of this notification.

For more information and answers to Frequently Asked Questions, please visit DobbsFerryNY.myUtilityDirect.com or dobbsferry.com/home/pages/sewer-rent.

Understanding your Dobbs Ferry Sewer Department Bill

CUSTOMER SERVICE

How to contact us for more information. Here you will find our phone, email and web address along with our business hours.

USAGE INFORMATION

Will give the start and end dates of the billing cycle along with the total number of billing days for the current statement.


IMPORTANT MESSAGES

Information provided here to convey any special instructions or information related to your statement.

PAYMENT COUPON

Detach and include this section along with your payment in the enclosed remittance envelope. Make sure to write your account number on your check or money order

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Dobbs Ferry Sewer Dept.
Serviced by Minol USA
 15280 Addison Rd, Suite 100
 Addison, TX 75001

View and pay your account online at:
DobbsFerryNY.myutilitydirect.com
 or Contact Customer Service at 1-888-876-1672
 Hours: Monday-Friday 9:00 am to 5:00 pm EST

ACCOUNT INFORMATION

Account Name: CUSTOMER NAME
Account Number: 2023-00000-00000
Service Address: 123 MAIN ST
Billing Date: 10/05/2020 **Due Date:** 11/04/2020

SEWER RENT STATEMENT

Previous Balance	Payments (Credits)	Adjustments	Balance Forward	New Charges	Amount Due
\$0.00	\$0.00	\$0.00	\$0.00	\$12.24	\$2.45

USAGE INFORMATION & HISTORY

Service Period: 09/01/2020 to 09/01/2020 92 days


Meter Number	Previous Reading	Current Reading	Usage (CCF)	Usage (Gallon)
NO GRAPH DATA AVAILABLE				

ACCOUNT ACTIVITY

Description	Qty	Rate	Amount
Previous Balance			\$0.00
Payments (Credits)			\$0.00
Adjustments & Fees			\$0.00
Balance Forward			\$0.00
SEWER RENT	9	\$1.36	\$12.24
Total			\$12.24
Amount Due			\$12.24

IMPORTANT MESSAGES

Please return this portion with your payment. Make payment to: Dobbs Ferry Sewer Dept. and include your account number on your payment.
 HELP US GO GREEN! Visit DobbsFerryNY.myutilitydirect.com to pay online, register for AutoPay or sign up for eStatements.



Dobbs Ferry Sewer Dept.
Serviced by Minol USA
 15280 Addison Rd, Suite 100
 Addison, TX 75001


Location: 010

Account Number	Due Date	Amount Due
2023-00000-00000	11/04/2020	\$12.24

Late Fees are 5% after the due date, with an additional 1% for each month thereafter.

AMOUNT ENCLOSED: \$

***SINGLE-PIECE 1 SGL T.VDA-0827a-A-1
 3 SF 0.500



CUSTOMER NAME
 123 MAIN ST
 DOBBS FERRY NY 10522

DOBBS FERRY SEWER DEPT
 PO BOX 786987
 PHILADELPHIA PA 19178-6987

2023000000106420200805010000000024500000002572

ACCOUNT INFORMATION

Displays account holder's name, account number and service address for the charges. You will also find the billing and due date here.

PAYMENT INFORMATION

These tabs show a summary of account history and charges.

ACCOUNT ACTIVITY

This section shows all activity on your account since your last billing. It will provide the description, quantity and rate for which new charges are due. The Amount Due is the total charges due on your account as of the billing date.

6-digit SECURITY CODE

Used when registering your account online.

REMITTANCE ADDRESS

This should appear through window in return envelope when mailing a payment.