
Village of Stamford - Water & Sewer Billing Policy/Procedure

Adopted February 21, 2023

This Policy/Procedure, is written to provide clarification and a convenient reference of the rules and regulations disseminated in the Village of Stamford Water Use Law and the Village of Stamford Sewer Use Law.

1. Water meters are read, and billing sent to customers, quarterly in January, April, July and October.
2. Water & Sewer charges are combined in these quarterly bills in order to reduce administrative costs incurred by the Village and its taxpayers.
3. Unpaid bills will incur a 10% penalty after 30 days; unpaid bills will incur a 15% penalty after 60 days.
4. Failure to receive bills shall not be cause for nonpayment.
5. Water/Sewer accounts shall, even in instances where separate meters exist for multi-unit dwellings, be in the name of the **Property Owner** only; the **Property Owner** shall bear all responsibility for payment of water/sewer bills.
 - a) The Village is to be notified within five (5) business days of a change in ownership.
6. Discontinuation of Service
 - a) After 60 days of an unpaid bill, the Village may discontinue service until the bill has been paid...unless an arrangement has been made with the Village ahead of time to pay the bill in installments.
 - b) A \$25 charge will be levied to the account when the Village Crew is dispatched to disconnect service.
 - c) A \$25 charge will be levied to the account when the Village Crew is dispatched to restore service.
 - d) A additional \$50 charge will be levied to the account for water service restoration performed:
 - i. After 4:30 PM
 - ii. On weekends
 - iii. On holidays
7. Complaints as to correctness of billing must be made within 10 days of rendition of the bill to the Stamford Village Board via the Village Clerk. The Water Board shall convene, as soon as is convenient, to make a determination on the claim. Disputes with the Water Boards decision can be taken up for final resolution by the Village Board.
8. IAW Section 1, Paragraph A of the Village of Stamford Water Use Law. The Village will furnish, install and maintain meters where ordinary wear & tear are concerned. The customer shall install the necessary piping, fittings, valves, valve couplings etc. to receive the meter and in the case of damage by freezing, hot water or external damage, the customer shall be responsible for repairs.

Exception: In the case of damage to the meter frost plate caused by freezing, the Village will bear the cost of the first replacement only; the customer is responsible for all subsequent damage.