

## EFFECTIVE IMMEDIATELY

Water/Sewer was previously billed on a quarterly basis at different times depending on where you live. In order to have everyone on the same billing cycle (due to monthly billing), the enclosed bill may be for one month, two months or three months of usage. Starting with the bill that you will receive August 1<sup>st</sup>, 2015, all bills will be for the duration of a one month cycle.

Listed below are updates to the City of Olean Water Policy. A copy of the full policy can be found online at [www.cityofolean.org](http://www.cityofolean.org).

- All water/sewer in the City of Olean will be billed on a monthly basis.
- REMINDER: If you do ACH (auto pay from your checking or savings account), it will come out monthly now as opposed to quarterly.
- All premises, whether vacant or not, which is serviced by a meter will be charged a minimum monthly fee plus any water consumption. Even if the water is turned off, you will still receive a minimum bill.
- All applications for the use of water/sewer must be made in writing on forms obtained from the water office or online at [www.cityofolean.org](http://www.cityofolean.org) and must be notarized by tenant and property owner.
- A tenant cannot have water put into their name until all other accounts (including but not limited to: water/sewer bills, tax bills, parking tickets, property maintenance charges and return check fees) are closed and paid in full. The City has up to 5 (five) days to research this information.
- Billing will be as follows (example)
  - Read meter January 1st (usage for the month of December)
  - Send out to arrive in homes by February 1st
  - Due by February 17<sup>th</sup>
  - Penalty posted February 20<sup>th</sup> (any payment not received in office before the 20<sup>th</sup> will be subject to added late fee. Postmarked dates will no longer be considered.)
- The minimum monthly bill will be as follows:
  - Residential – 1,600 gallons
  - Commercial – 2,600 gallons
- The City no longer makes payment arrangements, all arrangements on rental properties must be made between the tenant and their landlord.
- No late notices or door notices will be issued for nonpayment. A PDF file will be created each month, updated monthly, and posted on the city website and in the City Clerk's and Water Office.
- Payments (cash, check, money order, debit/credit card) are accepted without fee
  - Online @ [www.cityofolean.org](http://www.cityofolean.org) (Partial payments **ARE** accepted online)
  - In person (101 E State Street)
  - US Mail
  - ACH (auto pay from savings or checking account) on or around the 15<sup>th</sup> of the month (applications can be found online or at the City Building)
  - Payment drop off box (white box located on Times Square side of the City Building)
  - By Phone
- There are no adjustments for pool fillings, car washing, lawn watering, gardening, power washing, etc. You pay for water and sewer.