



Dear Village of Macedon Water Customer:

We would like to take this opportunity to welcome you as a new water customer of the Wayne County Water and Sewer Authority (WCWSA.) Although WCWSA has been operating the sewer system within the Village of Macedon service area since June 1 last year, the Authority just began operating the water system on February 1 this year.

You may have been receiving sewer bills from the Authority, and on April 10 that quarterly bill will also include your water usage since December 15, 2016, when the village last read your meter. Water is billed by the gallons used, and shown on your bill in the thousands of gallons. The usage rates are set by WCWSA and cover the Authority's costs of operation and maintenance and the cost of water.

- Residential water customers are billed a base charge of \$22.50 per billing quarter per standard water meter. Customers with larger meters are billed a larger amount for the base charge, depending on the size of the water meter. This appears on the bill as a Fixed Charge.
- All water used is billed at the rate of \$4.25 per thousand gallons.
- Some commercial and industrial customers have fire protection water lines; these appear on the bill as a Miscellaneous charge according to the size of the line.

Please note that the WCWSA rate structure may or may not result in higher water bills than you have historically paid under the former village rates. Please also note that your last two bills from the village were lower because the \$30.00 Commodity Charge was suspended pending dissolution.

Authority customers have several options for paying their bills:

- Payments may be mailed to WCWSA at 3377 Daansen Road, Walworth, NY 14568.
- Credit or debit card or electronic check payments may be made on the WCWSA website, www.wcwsa.org or by calling toll free 1-855-385-4840. Please note that there is a \$1.95 fee per transaction for making these payments. More information is available on the website.
- Payments may be made in person at the WCWSA office or at the Marion, Palmyra or Macedon Town Halls during normal business hours. WCWSA hours are 8 a.m. to 4:30 p.m. week days; call the Town Halls to verify their hours.
- Drop boxes are available at the WCWSA office for drop-off both during and after normal business hours.
- Payment may be made through bill-payer or other automatic bank payment services that you may set up with your own bank.

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Important Note: Some customer rules and policies of WCWSA may differ from those of the Village of Macedon. The Authority is not able to levy unpaid water or sewer accounts to the tax bills. Therefore the policy of the Authority is to turn off the water of customers who have not paid their bill by the week before the next quarterly bill. Customers can expect two reminders by mail and a door hanger before the WCWSA will turn off any customer's water, except as noted below.

Any unpaid village water bills turned over to the Authority by the village in early March will be handled differently this one time. If you have unpaid water charges (originally billed by the village) or unpaid sewer charges billed by the Authority, you will have until April 30, 2017 to pay these past due amounts to the Authority or your water will be turned off. You will receive a reminder by mail in the first week of May and a door hanger on Tuesday, May 16 before the actual turn off on Thursday, May 18. If you have specific questions in this regard, please call the WCWSA office at 315-986-1929.

The WCWSA staff is committed to making this transition as seamless as possible. If you have any questions about your bills, the water and sewer facilities in your area, or any other aspect of your water or sewer service, we encourage you to call the WCWSA office at 315-986-1929 during our weekday business hours of 8 a.m. to 4:30 p.m. WCWSA employees are dedicated to serving our customers in the most professional, courteous and effective way possible. Please visit our website, www.wcwsa.org, for more information.