



**VILLAGE OF ROUSES POINT**  
**Municipal Utilities System**  
P.O. Box 185  
Rouses Point, NY 12979-0185  
Website: [www.rousespointny.com](http://www.rousespointny.com)



For information concerning this bill, service, or need to discuss payment arrangements call:

**(518) 297-5502 between the office hours of 7:30 a.m. to 4:00 p.m., Monday through Friday**

**BILLS:** Bills shall be deemed rendered, and other notices duly given when delivered to the customer personally or when mailed or emailed to the customer at the premises supplied, or at the last known address of the customer, or when left at either of such places. **Failure to receive such bill from the Village will not entitle the customer to any delay in the settlement of each month's account or to any extension of the date after which a late payment charge becomes applicable.** Water and sewer rents are billed in advance for residential users.

**PAYMENTS:** **Payments shall be received by the Village on or before the last working day of the month (due date).** Payments not received by mail; in person; in drop box or electronically on or before due date are subject to a continuing penalty of 1.5% per month on electric accounts. Water and sewer customers are subject to a 10% penalty on any bill which has not been paid by the last working day of the month. **Any unpaid water and sewer accounts are chargeable to the property owners on the tax roll as of April 30th each year. Partial Payments for combined water, sewer and electric bills will be applied to electrical accounts first. Property owners who receive HEAP (Home Energy Assistance Program) benefits for their electric must continue to pay the monthly water and sewer charges billed.**

A **drop box** is located at the front of the Village Office for the customer's convenience. Please do not leave cash payments in the drop box. Visit the above website for 24/7 access to secured links to **Xpress-pay.com or WIPP online bill pay and viewing.** A convenience fee is charged for paying bills with these services. **Payments must be in United States funds only.**

Please make checks payable to: **VILLAGE OF ROUSES POINT**

Any checks received or ACH Transactions initiated in payment for services to the Village, which are returned or rejected for insufficient funds, or are otherwise dishonored by the bank or financial institution, shall bear a non-recurring charge of \$20.00 for each check or ACH Transaction that has to be processed by the Village. Post-dated checks shall be returned to the customer as invalid for the transaction.

**BUDGET BILLING:** A Budget Billing Plan offering a balanced payment plan designed to reduce fluctuations in payments caused by seasonal patterns of consumption is available. Enrollment is limited to the first three weeks in May of each year and starts with the June 1st bill. Customers must have a good payment record during the previous twelve months.

**CONTESTED BILL:** If a customer wishes to contest a bill, a written explanation should be sent to the Village Office within ten (10) days of receipt of the bill. The Village will review the customer's request, and customer will be notified of the Village's decision. All bills, including those contested by the customer, must be paid in full by the due date to avoid interest charges and discontinuance of service. If the Village decides to reduce the bill and the bill has been paid prior to resolution of the dispute, the bill will be adjusted accordingly. For consumer electric complaints that cannot be resolved with the Village, you may contact the New York Department of Public Services (DPS). DPS complaints may be directed as follows: Website: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints); Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30a - 4:00p); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223.

**DISCONTINUANCE OF SERVICE:** No credit for vacancies or other abatements from any water bills shall be made when the water service is shut off. For any month or part thereof in which water service is provided to a building, a full month's sewer charge shall be collected, as long as there is a physical connection between the building and the Village sewer system. There is a non-recurring charge of \$10.00 for each request to turn the water service on or off. An electrical customer may discontinue electric service at any time by giving written notice to the Village. The customer will be responsible for any use of service until three (3) days after such notice is received by the Village and shall pay the minimum charge for the remainder of the term if service has not been taken for the full initial term, if any, as provided by the individual service classification.

**RATES:** Rate schedules, tariffs and any other charges are listed on the Village website or are available for inspection at the Village Business Office located at: **139 Lake Street, Rouses Point, NY 12979.**

**IF PAYING BY MAIL**

Please **DO NOT** reuse permit envelope. Post Office will return envelope as postage due.

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