



Memorandum to Town of Fishkill Water/Sewer Customers

2nd Quarter 2014

The harsh winter weather caused a delay in meter reading for the first quarter of 2014 and that, coupled with staff changes, resulted in a delay of the issuance of water/sewer bills for the first quarter 2014. Customers were asked to read their own meters and remit the reading to the water/sewer department. For those customers unable to read their meters, estimated readings were used to calculate the usage.

These events brought about a 1st quarter billing cycle of four months instead of the standard three month period. In some instances, this additional month triggered some customer's bills to exceed the normal quarterly minimum charges. We are reviewing each bill to identify those instances in which the extra month caused additional charges and have corrected the excess charge for exceeding the minimum and have reissued new bills.

Going forward, in order to maintain four (4) billing cycles in the year, the meter readers are back on schedule, which means the 2nd quarter billing cycle will include two months. For those customers where an estimated reading was used for the 1st quarter, those estimates may have been understated due to the Town's billing software used for the estimate. This may have caused a problem with the 2nd quarter billing if an actual read was done for the 2nd quarter. The low estimated reading may have caused the customer account to go over the minimum and result in excess usage charges.

The Town is aware of the problems the unusual circumstances of the first half of 2014 may have triggered. As a result, the Town of Fishkill water/sewer department has made a number adjustments to correct inaccurate charges. The department will continue the process of reviewing all of the bills to make the necessary adjustments.

If, after reviewing your water/sewer consumption, customers still have concerns about your bill, please call our Water/Sewer Department staff at 845-831-7800 ext.3314, Monday through Friday, from 8:00 a.m. to 4:30 p.m.

Please be aware, if you are paying by check, that all payments should now be mailed to Town of Fishkill Town Hall, 807 Route 52, Fishkill, NY 12524.