

FREQUENTLY ASKED QUESTIONS

BILLING and RATES

Will my water rates change?

Your water rates have been brought in line with the rest of the Village (which is also served by United Water). Depending on usage, the typical bill will be the same or less than the current bill.

How frequently will I receive water bills?

You will receive a monthly water bill. Monthly billing allows customers to budget more efficiently, reduce water usage and detect leaks in household plumbing sooner. Detecting leaks and reducing usage saves water and money.

WATER QUALITY

Where will my water come from?

There will be no change in your water supply or water quality. The Village previously purchased water for Pelham Heights from United Water. Now United Water will provide that same water to you directly. Every May you will receive an Annual Water Quality Report which details how your water quality compares to safe drinking water standards.

EMERGENCIES

What should I do if I have a water emergency?

For water-related emergencies please call United Water at 877-266-9101.

BILLING AND SERVICE QUESTIONS

Who can I contact for more information?

Please call our Customer Service Center at 877-266-9101.

BILL PAYMENT OPTIONS

How can I pay my monthly bill?

By Mail

- Using the envelope enclosed with your water bill.

In Person

- At our office at 2525 Palmer Avenue, New Rochelle, NY.

eBilling:

- This is the electronic delivery of your bill to your e-mail inbox. You can pay directly through your bank account. It's **FREE** of charge when paid by electronic check/ACH.

Online:

- Through Western Union using your credit card or checking account. Western Union charges a **\$3.99 convenience fee** for this service.
- Through your own bank account/direct debit.

By Phone:

- Make payments 24 hours a day through our Interactive Voice Response (IVR) system at 877-266-9101. Western Union processes IVR payments and charges a **\$3.99 convenience fee** for this service.