

## Water & Sewer Bills



Water bills are sent out quarterly in mid-February, May, August, and November. These bills are due within 30 days or a penalty will be applied to the balance. You can now check your own water usage online and receive leak alerts according to the usage limits you set. Click here for [\*instructions on how to set up your online account.\*](#)

You may also pay your water bill online by credit or debit card - VISA, MasterCard or Discover, 24 hours a day, 7 days a week! This payment option is provided by Paymentus, a third party automated payment service. Paymentus will charge you, the customer, a \$3.95 convenience fee for each transaction up to \$500 for both online and phone payments. [Click here to pay online.](#) You may also make payments over the phone by calling: 1-(844)-710-6692.

If you are moving and need your water turned off, please call the Water and Sewer Billing office at (315)-331-4770, ext. 102 to schedule an appointment for a final meter reading, so a final bill can be sent to you and responsibility for the account can be transferred to the new tenant or owner.

Please refer to the [Water/Sewer Maintenance page](#) for some of the rules regarding the physical process of turning on and off a water service.

Payment of water/sewer bills can be made in person or mailed to the Municipal Building address. For the convenience of our customers, there is a drop box in the Municipal Building lobby for after hours water bill payments.

Village of Newark water and sewer rates are very comparable to other municipalities in the area.

- Water Rate: \$2.90/1,000 gallons
- Sewer Rate: \$12.54/1,000 gallons
- Meter Rent: \$8.00 per quarter for standard meter

Above rates are inside Village rates, with higher rates applying to outside Village customers.

The Village allows water users within the Village to install a second water meter that is used to measure water usage that was used exclusively for purposes that do not put the water into the Village's Sanitary Sewer System. If you have any questions related to this policy, please contact the Village at (315)-331-4770, ext. 102.

At their February 15, 2011 meeting, the Village Board of Trustees adopted a policy for customers to petition for relief from the sewer portion of the utility bill when there is a significant unplanned water loss where it can be unequivocally proven that the water lost could not have been delivered to the wastewater treatment plant.

You can click [here](#) for an explanation of the process. If you have any questions, please call the Village Office at (315)-331-4770, ext. 103.

Please also note that relief from the sewer portion of the utility bill for filling a swimming pool with Village water requires approval *PRIOR* to the pool being filled. You may print out the [Sewer Credit for Pool Filling](#) form to start the process.

PLEASE NOTE: March 2, 2023 - Press Release – Village of Newark Water/Sewer Penalties, Shut off, and relevy of unpaid water sewer bills.

On December 22, 2021, the COVID-19 moratorium on utility shut-offs and penalties for non-payment ended. Since that time, the Village of Newark has not applied legal penalties to unpaid water/sewer bills of our customers.

Effective immediately, the Village of Newark will again begin to impose penalties for unpaid water/sewer bills per the Village Code Section 164.7. In addition, water service for locations that have unpaid water bills will be shut off 30 days after the due date for the bill; this authority is also found in Code Section 164.7.

In addition, the Village will relevy on the June 2023 Village Tax Bills all unpaid water/sewer bills within the Village of Newark taxing jurisdiction by May 5, 2023.

Please reach out to the Village of Newark at (315) 331-4770 if you have any questions related to this notice.

- Village of Newark Mayor and Board of Trustees.