

Water/Sewer Delinquent Collection Program

Delinquent Water/Sewer accounts are costly to all system users and unfair to those who pay their bills timely. The Bureau(s) of Water & Water Pollution Control have an aggressive collections program in place to reduce delinquent water and sewer rents, improve cash flow and stabilize the rates.

If you receive a delinquency notice in the mail it is a final opportunity to pay the bill, or make payment arrangements in order to avoid termination of your water service, additional costs and fees or even the collection of your tenants' rental payments.

If you happen to be a delinquent customer, you can avoid such action by simply contacting Water Pollution Control, 210 Municipal Road, Waterbury, CT 06708 at (203) 573-5067 [Voice], (203) 573-5068 [Voice], or (203) 573-5069 [Fax] and making full payment or making a reasonable payment plan. By doing this now, you can eliminate a significant problem later.

Currently, cash payments can only be made at the Water Bureau at 21 E. Aurora Street, Waterbury, CT 06708. Payments by check or credit card are accepted at both the Water bureau and at Water Pollution Control.

Office Hours are as follows: Mon. – Fri., 8:00 a.m. – 4:50 p.m.

Interest (18% per annum) is assessed on all unpaid charges and is not subject to adjustment.

Estimated Bills

No one wants an estimated bill. Please help us curb the number of estimated bills.

To avoid estimated bills, please be sure to provide access to the meter reader or service person in reading, maintaining or changing your meter. In the case of a 'silent leak', estimated bills can be costly once the 'actual' meter reading is obtained.

Your account will be denoted with an 'e' next to the meter reading area if the bill is estimated. Contact our Customer Service center to determine why the bill was estimated and whether we need to obtain access to the meter and to correct your bill to actual usage.

Selling or Buying a Property?

Notification of transfer of property and billing is the responsibility of the property owner, buyer and seller. At the time of closing it is necessary for your attorney to contact us, in writing, to transfer the billing and settle the account. If the account should have a history of estimated bills, it is the responsibility of the buyer and seller to correct the account prior to the transfer.

In an effort to provide the most accurate and timely information in recording changes in property titles & billing for BOTH the buyer and seller, we require that the attorney FAX (20-573-5051) his/her request for closing information/figures and the buyer's name and mail address **at least 72 hours in advance**. This will assure that the new owner will be billed correctly and in a timely fashion.

The Bureaus are not responsible for errors in closing figures and change of billing due to incorrect an/or lack of information supplied by the closing attorney (or responsible party), nor will the Bureaus be held liable for improper transfer of property ownership.

