Water/Sewer Billing Procedures
Village Board approved 11/07/2022
Village Board updated 07/20/2026

Water/sewer bills are generated in the Village of Brockport by the Water Clerk. Meters are electronically read by the Department of Public Works monthly for businesses and large consumption users and quarterly for residential users.

The meter reads are uploaded electronically into the billing software from the meter reading software. The Water Clerk then reviews the reads for high, low, missed, or no consumption, and unoccupied accounts.

Bills are generated and mailed to customers. Bills are dated the first day of the month and due the last business day of the month.

Water and sewer rates are set by the Village Board. Refer to the fee schedule for current rates.

Penalty
Penalties are assessed at 10% of the current bill if payment is not received by the last working day of the month. The 10% penalty fee is added to the next billing cycle.

Delinquent Notices
Residential and business customers who are two billing cycles in arrears are issued a delinquent notice requesting payment in full within 14 days.

Payment Arrangements
The option for a payment arrangement is based on account holder's financial circumstances, payment history and billing status. If granted, the agreement requires a down payment and signature by the customer. Failure to abide by the terms of the payment agreement may result in termination of service without further notice.

Shut Off Notices
Shut-off notices are issued after a resident fails to make payment by the due date on the Delinquent Notice or fails to abide by the terms of the payment arrangement. Payment must be made in full within 14 or service will be terminated without further notice. If service is terminated, a restoration fee of $100.00 is added to the account balance and is required to be paid prior to restoration of service.

If a Shut off notice is generated for non-payment, a service fee of twenty-five ($25.00) shall be assessed to any water account for which a shutoff notice is issued and personally served due to delinquency. That such fee shall be applied at the time the shutoff notice is issued, regardless of whether service is ultimately discontinued. The Shut off notices are mailed to the property owner by the water clerk in addition to DPW visiting the property and, if no one is home, leaves the notice at the door.

Service restoration hours: Business days before 3:00PM.
Service will not be interrupted the day before the weekend or the day before a holiday.