

Water Department Information and FAQ's

Frequently Asked Questions:

Is the Water Department a private or public entity? The Water Department is owned by the City of Glen Cove and complies with all regulations and guidelines set by the NYS Department of Health and the Nassau County Health Department.

How can I contact the Water Department? The Water Department office is open daily from 9:00 am to 5:00 pm and can be reached at (516) 676-2238. The office is located in Room 301 in Glen Cove City Hall. In case of emergency after-hours or on the weekend, the phone number is (516) 656-2973.

How is my water billed? Residential meters are read and invoiced on a quarterly basis. Commercial meters are read and invoiced monthly.

How are the charges computed? All charges are based on actual consumption.

How can I pay my water bill? There are a few options as follows:

- A blue return envelope is enclosed with every water bill for check/money order payments returned by U.S. Mail.
- The Finance Department accepts payment in person, Monday through Friday, between the hours of 9:00 am to 4:00 pm.
- There is a convenient drop box at the Finance Department windows for after-hours CHECK PAYMENTS ONLY.
- In addition, you may pay your water bill online with a credit card, debit card or e-check at glencove.ezonlinepayments.com or follow the link on the City's website.

How do I know if I have an actual reading when I never see the meter reader? Most homes and commercial properties in Glen Cove have either a remote on the outside of the premises or a meter that uses radio-frequency to give a reading. The readings are collected by a hand-held computer and brought back to the billing office for downloading.

Why do I always get a letter about my water meter? Due to upgrades to the hand-held meter reading computers and billing software.

When is my water billed mailed? The residential water bills are mailed approximately one week after the last day of the month of your billing cycle.

What other information is on my water bill? The top of the invoice has your customer account number, premises owner and service address and the mailing address, along with the reading date range and billing date.

Who is the water billed mailed to? The Water bill is mailed to the listed owner of the property. In case of a rental, the water bill may be sent to the tenant directly with the written permission of the owner and a tenant deposit held at the Water Department.

I have a multi-family house with one water meter. Can I have the water bill mailed to an individual tenant? The bill must remain in the owner's name.

I am selling my house. What are my responsibilities? The seller of the premises has the responsibility to notify the Water Department to schedule a final read along with final payment arrangements. **It is the responsibility of the seller and/or their attorney to notify the Department of the new owner information. If this information is not provided, the property will remain in the previous owner's name until the new owner supplies a copy of the title for our records.**

I am a renter and I'm moving out. What are my responsibilities? A tenant has the responsibility to arrange for a final reading along with a forwarding address for the final invoice.

What happens if I do not make payments on my account? Will the City shut off my water? The City does not shut off water for delinquent accounts.

I received a letter in October for past due payments, what next? Payment must be made within 15 days or the arrears will be levied to the first half of the City tax bills, which are mailed in December.

I'm having plumbing work done. What do I need to do? Notification must be made to the Water Department **before** any work is done (except in case of emergency) to have the outside shut-off valve located and be in working order before any work is done.

There are times the Water Department shuts off the water on my street and I'm not notified. Is this allowed? In cases of emergency, all efforts are made to notify residents that the water will be shut off. There are strict time parameters that the water can be off, be it an emergency or routine.

I see blue lines on the street. Does this mean the City is tearing up my road? They are required by law and placed by the utility companies to signify where underground lines (water, gas, electric, etc.) are buried before any digging can occur.

Is my water good to drink? The Water Department follows strict water testing guidelines set forth by the NYS and Nassau County Department of Health. The Annual Water Quality Report is on the City's website.