

Frequently Asked Questions: Water & Sewer Payments

1. When are my Water & Sewer Bills due?

Water and sewer bills are mailed quarterly by Bolton Point on the 1st of each month of February, May, August and November and are due on the 20th of each of those months.

2. How do I pay my water and sewer bill?

Bills are payable online (service charge included-site will display fee before you accept payment) or by check. You may access the online payment method through our website (Home Page>For Residents drop down>Water & Sewer>Pay Water Bills online icon). Please make checks out to the Village of Cayuga Heights with your account number on the memo line. Checks may be dropped off to the Village Clerk's Office in person or in the secure drop box or they may be mailed to 836 Hanshaw Road. We use the postmark date for determining timeliness. Please note, even if your bill is lost in the mail or you do not receive it for any reason, you are still responsible to pay it before the due date or a 10% penalty will be charged.

2. What if I am out of town during that billing time?

You may look up your billing amount and pay on line or you may contact our office and we can look it up for you if you plan to be out of town during the billing cycle.

4. What if I move?

Please contact Bolton Point directly if you need to change your address or make any other alterations to your account information. They may be reached at (607) 277-0660.

4. Where can I find details about how my water bill is calculated, how to put a tenant on my bill or what to do if I sell my house?

Please visit the Bolton Point website at <http://boltonpoint.org/faq.html> for answers to these commonly asked questions.

4. What happens if I forgot to pay my bill on time?

On the pink billing card which you receive from Bolton Point, there is an amount due payment amount and an "account no. due after due date" amount. If you miss the due date, you may still submit your payment, but you will need to submit the penalty amount. Unpaid water and sewer bills are re-levied and will be added to your tax bill in April.

