

City of Buffalo Residents

Know Your Rights Involving Water Shutoffs & Payment Plans



- UNDER A NEW STATE LAW, THE BUFFALO WATER BOARD MAY NOT SHUT OFF WATER SERVICE DURING THE COVID-19 STATE OF EMERGENCY DECLARED BY THE GOVERNOR OR DECEMBER 31, 2021, WHICHEVER IS EARLIER.
- DURING THE PERIOD COVERED BY THIS LAW, WHEN A CUSTOMER HAS EXPERIENCED A CHANGE IN FINANCIAL CIRCUMSTANCES DUE TO THE COVID STATE OF EMERGENCY, THE WATER BOARD MUST PROVIDE SUCH CUSTOMERS THE RIGHT TO ENTER INTO OR MODIFY A PAYMENT AGREEMENT WITHOUT REQUIRING A DOWN PAYMENT, LATE FEES OR PAYMENT OF OTHER PENALTIES.
- UNDER THE NEW LAW, THE WATER BOARD MAY NOT REQUIRE YOU TO PAY ALL THE MONEY YOU OWE OVER A PRE-DETERMINED PERIOD OF TIME. YOU HAVE THE RIGHT TO PAY BACK WHAT YOU OWE BASED ON WHAT YOU CAN AFFORD, HOWEVER LONG IT TAKES.
- IF YOU OWE MONEY AND WANT TO TAKE ADVANTAGE OF YOUR RIGHTS UNDER THIS LAW, AND ENTER INTO AN AGREEMENT TO PAY BACK MONEY YOU OWE, YOU MUST NOTIFY THE WATER BOARD THAT YOU HAVE EXPERIENCED A CHANGE OF FINANCIAL CIRCUMSTANCES DUE TO THE PANDEMIC. (SEE BELOW FOR INSTRUCTIONS.)
- ONCE YOU NOTIFY THE BOARD THAT YOUR FINANCIAL CIRCUMSTANCES HAVE CHANGED DUE TO COVID, YOU HAVE THE RIGHT TO NEGOTIATE AN AGREEMENT TO PAY OFF THE MONEY YOU OWE IN MONTHLY PAYMENTS THAT YOU CAN AFFORD. DEPENDING ON YOUR CIRCUMSTANCES, YOU MAY BE ENTITLED TO MONTHLY PAYMENTS AS LOW AS \$10.
- IF YOU WANT TO ADVISE THE WATER BOARD THAT YOUR FINANCIAL CIRCUMSTANCES HAVE CHANGED DUE TO COVID, PLEASE DO SO IN WRITING AND KEEP A COPY FOR YOURSELF. BE SURE TO INCLUDE YOUR NAME, ADDRESS, PHONE NUMBER AND ACCOUNT NUMBER. THE ADDRESS OF THE WATER BOARD IS 281 EXCHANGE ST., BUFFALO, NY 14204 OR SEND AN EMAIL TO CUSTOMERSERVICE@BUFFALOWATER.ORG
- IF, AFTER JULY 1, 2020, YOU HAD PREVIOUSLY ENTERED INTO A PAYMENT AGREEMENT UNDER THE WATER BOARD'S "AMNESTY PROGRAM" REQUIRING YOU TO PAY BACK ALL YOU OWED OVER 12 MONTHS, THAT REQUIREMENT VIOLATED YOUR RIGHTS.

PLEASE CONTACT THE WESTERN NEW YORK LAW
CENTER AT 855-0203 AT EXT. 104 FOR ASSISTANCE IN
DEALING WITH THIS MATTER.