June 7, 2022

RE: Water Turn On and Shut-Off Services

Dear: Water Customer:

There have been some changes adopted this year pertaining to the water turn on and shut off services, provided by our town.

The Town Board passed Resolution No. 126,2022 on April 12th, 2022 raising the original service fee of $25.00 to $65.00. This service will now be billed separately from your annual water bill, unlike previous years. You will have 60 days to pay this balance, at which time 10% penalty will be added on to this bill if unpaid.

Requests for non-emergency water services must be made a minimum of 72 hours prior to desired date of service. In previous years some customers, caretakers and plumbers have been able to perform this service themselves. Moving forward customers, caretakers, plumbers etc. are required to obtain prior authorization from myself to do so. If you choose to have your water turned on or off by anyone other than myself (Water Superintendent) you must accept all financial responsibility for any damage that may occur. You will still be required to pay the water service fee and provide the required information. Failure to follow the above policy will result in a penalty.

If you have any questions, please feel free to contact me at (518)-521-5113 or townofkeenewater@gmail.com. Thank you for your time and working with me as I try to better our water department.

Sincerely.

Savana Li

Water Superintendent