



DEPARTMENT OF PUBLIC WORKS

46 Saratoga Avenue
South Glens Falls, New York
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**2024 Water System Improvements
Water Meter Project
GIGP Number 1872
January 16, 2024**

Dear Village Resident,

The Village of South Glens Falls was recently awarded a \$1,000,000 grant from the New York State Green Innovative Grant Program (GIGP). The Village has contracted with its engineering firm, Delaware Engineering, to install water meters in all residential homes and upgrade all existing commercial meters throughout the Village. The contract for the GIGP water meter project was awarded to Ferguson Water Works. Funding for this project will come from multiple sources, GIGP grant, water infrastructure funds, and long-term financing. The meter project is to help provide you with a safer and reliable water service. The water meters will aid the Village in accounting for the water it produces and the water the residents consume. In addition to being able to bill its users more accurately, the Village Public Works will be able to control the water that is lost through minor leaks and other means.

The Village of South Glens Falls is aware that in these times there are many individuals that try to prey on vulnerable people by posing as Village representatives, utility contractors, and emergency personnel. We understand that people are apprehensive about allowing unknown individuals into your home. Please be aware the Village will always have a representative with the contractor on the job. However, we ask you to be vigilant. **DO NOT** allow anyone into your home that has not made prior arrangements and that does not have proper identification. If there are any questions, please reach out to The Village Superintendent of Public Works before anyone enters your premises.

The Village understands that residents may have questions and we hope this letter will help to answer some of the more common ones. If you have questions that are not addressed in this letter, please feel free to email me at dpwchagnon@sgfny.com or call the Department of Public Works Monday-Friday between the hours of 7:00 am and 4:00 pm at (518) 792-4033.

1. Why are we getting meters?

Meters will more accurately aid in the accounting of the water the Village produces and the water consumed by the users. In addition to the accounting, it is our hope that meters will encourage Village residents to become more conservative with their resources by means of fixing leaking toilets or faucets, not watering lawns in the rain, etc.

2. Where will the meter be located?

The meter will be as close to the point of entry of water service line into the residence or business as possible, usually no more than 24" away.

3. **Do I have to receive a new meter?**

Yes. All users who are receiving Village water service are required to have a new meter installed or the old meter upgraded.

4. **How much will the new meter cost me?**

The costs of the project are fully funded by the Village through your usage fees, grants, etc.

5. **Who will be entering my residence?**

The subcontractor for Ferguson Water Works will be accompanied by the Village's Engineer Inspector. The inspector works directly for the Village and will oversee the contractor's workmanship.

6. **What if I have a sprinkler system that does not discharge into the sewer?**

Sewer rates are based on your water usage and the meter reading. However, you do have a choice to install an additional meter that will measure the gallons used on irrigation systems which will allow you to not be charged the sewer rate for said water usage. You, the resident, must purchase a meter through the Village and you must have it installed to the Village's specification at your expense. The Village will inspect the meter for proper installation and approve it for use. Once it has been approved, the Village will collect that meter reading and charge only the water used. If the need arises, a representative of The Village can come out to assist you through this process. The cost of the meter is approximately \$300.00, the exact amount would be determined at the time of purchase. The application can be found at Village Hall or on the Village website at www.sgfny.com/forms.

7. **How will our bill change for a residential home with no meter?**

At this time, the Village charges a flat rate for usage for most residences that do not have a meter. After completion of the meter project, the Village will conduct a lengthy study (approx. 1 year) to determine rates based on average usage, production costs, distribution costs, and infrastructure maintenance costs. At the completion of the study, the Village will review the data and determine a minimum charge for usage. This will include the number of gallons that the consumer can use up without being charged additional fees. If the gallons used are more than that amount, there will be an additional fee per 1,000 gallons used.

8. **How will our bill change if we already have a meter?**

At this time, nothing on your bill will change until the Village determines the new rates.

9. **Will The Village need to enter my home to read the meter?**

No. The meters will be a radio read. If service is needed in the future, the Village Department of Public Works will make contact and set up an appointment to service the meter.

Please look for an additional letter coming from Ferguson Water Works, our contractor, introducing themselves, their subcontractor SAKs Utility Solutions, and to set up appointments in the near future. Once again, if there are any additional questions please feel free to reach out by email or phone.

Thank You


TJ Chagnon, Public Works Superintendent