

Frequently Asked Questions

Water Department

Q: When is my water/sewer bill due?

A: There are four water/sewer bills a year. Each one is due the last day of the month unless the last day of the month falls on a weekend or holiday, which we then extend to the first business day following the last of the month. The four months are February, May, August and November.

Q: I did not receive my bill in the mail. Why am I still charged a penalty?

A: All water/sewer bills are mailed the same four months every year. If you do not receive a bill in the mail it is your responsibility to notify us in a timely manner for payment to be made by the due date.

Q: What is the penalty if I miss the due date?

A: A penalty of 5% is added to your bill the day after the due date, no exceptions. This penalty will remain as 5% for 3 months. A penalty of 5% is added every three months it goes unpaid.

Q: How can I pay my water/sewer bill?

A: At this time the Village/Town of Mount Kisco only accepts cash or check as forms of payment. The water department has also implemented an Automatic Debit Account. This process allows us to take the amount on your bill directly out of your checking account the 20th of the month that it is due. To sign up for our EZ Pay System please complete the application that is listed on our website and submit it with a voided check. You will receive a letter in the mail to confirm your acceptance in our program.

Q: Can I pay online through my bank?

A: Yes you can. The bank will print a check and mail it to us. However bank checks can take up to 10 business days to print after the amount is removed from your personal account. If the check is not received in our office by the due date you will receive a late fee. Please review your bank's online pay system for additional information.

Q: Where can I send in my water/sewer payments?

A: There are two locations you can send your payment in the mail. Please be sure to include the bottom of your water/sewer bill (the remit stub) with your payment.

Lockbox: Village of Mount Kisco Water Dept
c/o P.O. Box 0368
Bridgeport, CT 06601-0368

Office: Village of Mount Kisco
c/o Water Dept
104 Main Street
Mount Kisco, NY 10549

Q: I received my water/sewer bill and it is double what I paid last quarter. How can this be?

A: Please review the back of your bill to see our Meter Reading Codes. Your code is listed on the front of the bill next to your current reading. If this code is an A or an X this is an actual read, which means this consumption has passed through your property. You have either used more water during this cycle or you have a leak in your property. Please call (914) 864-0029 for us to help you identify your issue.

Q: How can I determine if I have a leak?

A: First you will need to locate your meter, this can be located either in a utility closet/room or the basement. When you have located the meter you will have to take two separate readings. The readings should be a minimum of 5 hours apart and you are to not use any water during this time period. Please consider taking readings before and after bed or before and after work. If the second reading is larger than the first reading there is water running somewhere on/in your property. This can include but not limited to; toilets, dishwasher, sinks, or a sprinkler system. Once you have determined there is running water you will need to call a plumber to fix it.

Q: I am selling my home, what do I do with my water/sewer account?

A: We are sorry you will be leaving us. Please call the water billing office to schedule an appointment for a Final Reading at (914) 864-0029. This reading is to define old owner vs new owner usage in our records. Appointments are scheduled for the day before the closing and faxed to your attorney. All appointments need to be made 48 hours in advance. A \$100 fee is also applied to the Final Bill.

Q: I am a new homeowner in Mount Kisco, how do I set up my water bill?

A: Welcome to the neighborhood! There is nothing you need to do to set up a water account. A copy of your deed has been sent to our office and we will automatically change your mailing/billing information.

Q: I am a new homeowner in Bedford/ New Castle but Mount Kisco services our water/sewer. How do I set up my water bill?

A: Since you do not pay taxes to Mount Kisco you will need to send us a copy of your deed as we are unable to access those files.

Q: My water seems to be discolored. What should I do?

A: We are sorry you are experiencing this issue. Sometimes when we drain a hydrant or have a water main break some discoloration can occur. This is normal. Please allow yourself to run the water for a consecutive 5-10 minutes in a tub or shower. If after this time the discoloration has not started to clear or has gotten worse please call our office at (914) 864-0029 to inform us.

Q: How can I change the mailing information on my water/sewer bills?

A: On our website there is a form listed as Address Change Form. Please fill out the information and either mail, fax, or email the completed form to the following places;

Fax: (914) 864-0270

Mail: 104 Main Street

Email: ahochstein@mountkisco.ny.gov

Mount Kisco, NY 10549

Q: I am a tenant and would like the bills be mailed directly to me. How do I change the mailing address?

A: Unfortunately you do not have authority to change the mailing information. Regardless of lease agreements all water/sewer bills need to be addressed to the property owner. If your landlord would like the bills be mailed to you directly they need to write us a letter that they authorize that you can be listed as a care of individual on said bills.