BUFFALO WATER AFFORDABILITY, AMNESTY & ASSISTANCE PROGRAM

Buffalo Water has programs to ensure continued water service to your residence. Buffalo Water will provide water to all active residential water service accounts, and will reconnect any shut off residential water service through June 30, 2021. If your financial circumstances have changed due to the COVID Pandemic, or you are having trouble paying your water bill, you may be eligible for one or more of the following assistance programs:

* Deferred Payment Agreement, With $0 Down
* Monthly Payments Within Your Resources
* Automatic Monthly Billing
* Waiver of Interest and Penalties
* Waiver of Certain Fees
* Water Affordability Discount or Reduced Charges Based on Income Eligibility

Buffalo Water Customer Service representatives are available to meet with you by telephone or in person to discuss how they can assist you. If applicable, you will be asked to certify that your financial circumstances have changed due to the Pandemic and produce financial information to demonstrate your eligibility for financial assistance. These programs will continue until June 30, 2021. For more information, contact Buffalo Water at 716-847-1065, or visit Buffalo Water [www.buffalowater.org](http://www.buffalowater.org) or [www.getwaterwisebuffalo.org](http://www.getwaterwisebuffalo.org), or visit us at 281 Exchange Street, Buffalo, New York 14204. You can also obtain information from the New York State Department of Public Service, visit [www.dps.ny.gov](http://www.dps.ny.gov).