



WATER AUTHORITY OF GREAT NECK NORTH

50 WATERMILL LANE · GREAT NECK, NEW YORK 11021-4235

OFFICE Tel: (516) 487-7973 · Fax: (516) 487-5048

24 HOUR EMERGENCY Tel: (516) 482-0210

Website: www.waterauthorityofgreatnecknorth.com

Frequently Asked Questions

1. What is a Deferred Payment Agreement?

A Deferred Payment Agreement allows you to pay your balance due in affordable, installment payments. Due to the COVID-19 state of emergency you may delay payment in whole or in part of your water bills until 180 days after either the state of emergency is lifted or December 31, 2021, whichever is earlier. You are still responsible for your water bill during and after the moratorium period.

2. How much am I required to pay after requesting the Deferred Payment Agreement?

While your account may be protected from shutoff, you will still be responsible for all water charges. You may delay payment in whole or in part of your water bills until 180 days after either the state of emergency is lifted or December 31, 2021, whichever is earlier. However, paying what you can now, will help you avoid a larger bill later. We encourage you to make monthly payments to help keep your account current.

3. Who is eligible for the Deferred Payment Agreement?

Residential customers and qualifying business customers with fewer than 25 employees, who experienced a change in financial circumstance due to the COVID-19 state of emergency and who therefore may not have the resources to pay their bills.

4. How do I certify that I have been financially impacted by COVID-19?

You are self-attesting that you were financially impacted by COVID-19 by completing and sending the payment deferral request form. We do not require you to document a job loss, pay cut or unemployment filing or other changes in your finances as part of the self-certification.

5. Am I eligible if I am a tenant and do not own the property?

Yes, you are eligible however, we require both you and the landlord to sign the payment deferral request form because you are both equally accountable for the payment of the water bill.

6. What benefit do I receive if I enter into a Deferred Payment Agreement?

If you enter into a deferred payment agreement and abide by that agreement, you will not accrue late fees or penalties during the moratorium and any extended time thereafter as provided by law. Whether or not you enter into a Deferred Payment Agreement, your water will not be turned off during the moratorium and any extended time thereafter as provided by law.

7. What if I don't request the payment deferral and I have outstanding water bills?

If you do not enter into the Deferred Payment Agreement, your water will not be turned off during the moratorium and any extended time thereafter as provided by law. However, you will be assessed a Red Card Processing Fee every 18 days until the balance is paid in full.

8. What if I am charged a Red Card Processing Fee prior to requesting the Deferred Payment Agreement?

Unfortunately, in accordance with the Rules and Regulations, we are unable to reverse a Red Card Processing Fee, however, it can be included in the balance of your Deferred Payment Plan. Once you enter into the Deferred Payment Plan, you will not be charged any other Red Card Processing Fees until 180 days after either the state of emergency is lifted or December 31, 2021, whichever is earlier.

These are temporary protections and paying what you can now will help you avoid a larger bill later. This is a deferral of your water bills and you are still responsible for your water bill during and after the moratorium period. All past due bills must be paid in full after the COVID state of emergency moratorium is lifted.



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Payment Deferral Request Form Due to COVID-19 State of Emergency Moratorium

Residential customers and qualifying business customers with fewer than 25 employees, who experienced a change in financial circumstance due to the COVID-19 state of emergency (the “Emergency”) and who therefore may not have the resources to pay their bills, may delay payment in whole or in part of their bills until 180 days after either the state of emergency is lifted or December 31, 2021, whichever is earlier. If you enter into a deferred payment agreement (“DPA”) and abide by that agreement, you will not accrue late fees or penalties during the moratorium and any extended time thereafter as provided by law. Whether or not you enter into a DPA, your water will not be turned off during the moratorium and any extended time thereafter as provided by law.

If you choose to delay your payments without accruing late fees or penalties, please advise us by signing this form and returning it so that we can then contact you to advise you of the terms of the DPA.

Attestation

By signing this request, I attest that due to the Emergency I have experienced a change in financial circumstance limiting my resources to pay my bills to the Authority making me eligible for a DPA.

Date: __ day of __, 2021

Account Information

Account Number: _____

Account Holder Name: _____

Property Owner Name*: _____

*Required for Tenant/Landlord Accounts.

Water Service Address: _____

Billing Address** _____

**If different from above.

Contact Information

Home Phone: _____

Mobile Phone***: _____

***Optional.

Email: _____

For Tenant/Landlord accounts, both signatures are required.

Account Holder’s Signature: _____ Date: __ day of __, 2021

Print Name: _____

Property Owner’s Signature: _____ Date: __ day of __, 2021

Print Name: _____

This form can be mailed or emailed to:

Water Authority of Great Neck North, Customer Service Dept., 50 Watermill Lane, Great Neck, NY 11021
Email: customerservice@wagnn.org

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For Office Use Only

Approved By: _____ Date: _____