



Niagara Falls Water Board

5815 Buffalo Ave
Niagara Falls, NY 14304

January 2018

«FNAME» «LNAME»
«PROPERTY» «ADDRESS»
«CITY» «STATE» «PZIP»

RE: DRIP Program
Account Number: «ACCOUNT_»
Property Address: «PROPERTY» «ADDRESS»

Dear Customer:

This letter is being sent to clarify the recent correspondence you received regarding the potential of the water service line freezing at the above property address, during the coldest winter months, generally from January 1st through March 31st. While the property owner is responsible for all costs of thawing or repairing a frozen water service line, the Niagara Falls Water Board is implementing the DRIP Program, a water service assistance program which offers a usage allowance to assist homeowners in avoiding a frozen water service pipe during this winter.

Under this program, for the period January 1st through March 31st you may receive an allowance of up to 2500 cubic feet (25 billing units) of water above your normal non-winter billing usage. This allowance is intended to offset some or all of the cost of continuously running your water during this period to avoid a frozen line. A faucet flow about the thickness of a pencil lead, or 1/8" wide is usually sufficient to prevent your water line from freezing. This would be about 3 cups per minute. The 2500 cubic feet allowance is based on a flow of this amount for the designated period. Water usage over the allowance is the responsibility of the property owner. If you are concerned about your water/sewer bill or exceeding the usage allowance, you should monitor your water consumption, especially during the first few weeks of continuous flow. Keep in mind that the credit is sufficient to cover the cost of a continuous flow no greater than the thickness of a pencil lead (1/8 inch). For comparison purposes the inside (white) dot at the bottom of this page is 1/8". The Water Board does not guarantee that this amount of flow will be sufficient to prevent freezing. It is the property owners' responsibility to set the faucet flow.

If you received this letter the program usage allowance will be credited to your account automatically. The actual credit will be based upon your average usage for the previous 3 consecutive quarters (non-winter quarters). An adjustment will be given toward the usage above your average to the maximum of 25 billing units. For example: the three previous quarters were all billed at a minimum of 13 billing units. Your average would be 13 billing units. Your current bill, covering the above time period was 18 billing units. You will receive a credit of 5 billing units. Depending on the area in which your property is located, the time period covered under this program may encompass two bills. You only need to open your faucet as described in the above paragraph. If you need assistance or have questions regarding this program, please call the NFWB offices at 283-9770.

1/8" or about one (1) cup of water/min

Sincerely,

Rolfe Porter
Executive Director