



FOR IMMEDIATE RELEASE

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Niagara Falls Water Board Update on City Hall Bill Payments

**** UPDATE DECEMBER 31, 2020 ****

Spectrum has completed repairs to the communications cable linking the City's billing and collections office to the Water Board's computer system. All operations have been restored and are functioning normally.

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ORIGINAL RELEASE AS FOLLOWS:

On December 12, two utility poles that carry the Spectrum-owned communications cable linking the City's billing and collections office to the Water Board's computer system were downed as a result of a motor vehicle accident. The Water Board repeatedly has requested that Spectrum repair this communications line. Repairs are anticipated to be completed on December 30, 2020.

This communications issue prevents City Hall staff from entering payments into the Water Board's electronic system at the time the payments are received. Until the communications cable is restored, payments received and processed by City Hall billing and collections are being transmitted to the Water Board for recording.

All payments received are date stamped, and no late fees will be charged for accounts timely paid at City Hall but not recorded at that time. Until normal operations are restored, the Water Board asks the public's patience when requesting account balance information, as there may be some delay between payment and recording in the account.

Customers also are reminded that the Water Board offers online e-check bill payment for customers paying with a checking account: <https://nfwb.org/customer-resource-center/billing/>

For more information on the NFWB, go to: www.NFWB.org.

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About the Niagara Falls Water Board:

The Niagara Falls Water Board is a public benefit corporation created in 2002 by a special act of the New York State Legislature. Its mission is to provide safe and reliable water and wastewater management services to our community in an economical and efficient manner. In 2003, it acquired the drinking water, wastewater, and stormwater systems previously owned and operated by the City of Niagara Falls, a separate municipal entity. It owns and operates a water treatment plant, a wastewater treatment plant, a pumping station located in the Niagara Gorge, two elevated water storage tanks, seven lift stations, and more than 500 miles of water and sewer service lines. The Water Board serves nearly 18,000 residential, commercial, and industrial users.