



Water & Sewer Department
TOWN OF SENECA FALLS

130, OVID STREET
SENECA FALLS, NY 13148

315-568-6211
www.senecafalls.gov

Dear Water and Sewer customer,

This letter is to inform you of an upcoming change to the online payment system used for Water and Sewer billing.

Effective 1/26/2026, The Town of Seneca Falls Water and Sewer Department will transition to a new online payment platform. This change is being made to enhance security and improve reliability for customers who choose to pay their bills online.

Important information for customers who pay online:

- The online payment site will have a new appearance.
- The payment methods saved and login information will need to be re-entered.
- Automatic or recurring payments will need to be re-established.
- Your current account will change to a numeric number

There will be no changes to billing amounts, billing cycles, or due dates as a result of this update. All others (mail, in-person, drop box, etc.), will remain available and unchanged.

Customers who use online or automatic payments are encouraged to log after 1/31/2026 to confirm their account information and set up automatic payments as necessary.

If you have any questions or need assistance, please contact the Water Department office at 315-568-6211 or by emailing tdyson@senecafalls.gov, during normal business hours or visit www.senecafalls.gov.

Thank you for your attention and cooperation as we work to improve our services.

Sincerely,
Tom Dyson
Town of Seneca Falls Water/Sewer office
(315) 568-6211 tdyson@senecafalls.gov