

**RESOLUTION**

**NUMBER 122-25**

**(APPROVE PENALTY FOR NON-COMPLIANCE WITH LEAD & COPPER TESTING REQUIREMENTS)**

**WHEREAS**, the EPA imposed a new lead and copper testing requirement upon municipalities; and

**WHEREAS**, during the same visit that the Town's contractor completes lead and copper testing, the Town's contractor also installs a new meter as the prior meters are nearly two decades old; and

**WHEREAS**, the Town has achieved compliance from nearly 95% of households; and

**WHEREAS**, the Town has sent notices to each of the approximately 5% of remaining households to schedule appointments, but very few new appointments have recently been made; and

**WHEREAS**, the Supervisor and Town Board believe that a new policy needs to be put in place to ensure compliance;

**NOW, THEREFORE, BE IT RESOLVED** that Town staff are authorized to send a final reminder notice of the lead and copper testing requirements and meter replacement to all households not in compliance.

**BE IT FURTHER RESOLVED** that beginning in May 2025, if a property owner fails to comply with the testing and meter replacement policy, it shall be assessed a \$100.00 penalty for each month that the property owner fails to comply.

**BE IT FURTHER RESOLVED** that the Town Attorney's Office is able to waive up to \$300 worth of penalties if it determines there was just cause for failure to comply with Town policies.

**BE IT FURTHER RESOLVED** that any outstanding payments shall be levied onto the Town's 2026 tax bill.

**BY ORDER OF THE TOWN BOARD  
OF THE TOWN OF CORTLANDT  
LAROUÉ ROSE SHATZKIN  
TOWN CLERK**

**Adopted April 22, 2025  
At a Regular Meeting  
Held at Town Hall**

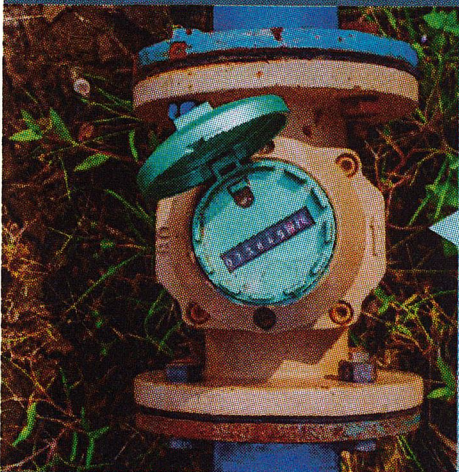
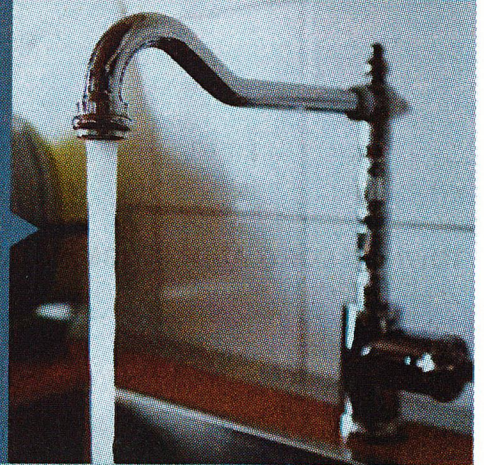


# CORTLANDT CONSOLIDATED WATER DISTRICT

## What's New with Water- What You Need to Know

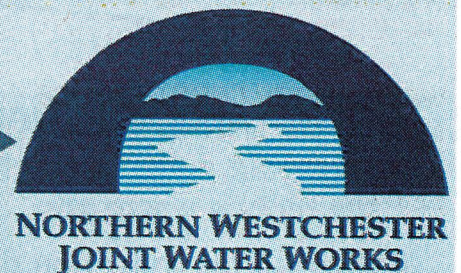
Early next year, The Town of Cortlandt will be contacting you to make an appointment to visit your homes, to take care of two items simultaneously.

First, the EPA is requiring all communities to test for copper and lead. This must be done within the calendar year 2024 and it requires a visit to each and every home. Obviously, this is a good thing as it is important that all residents know whether or not they need to worry about these substances in their water.



Secondly, every home has a water meter that is used to determine the amount consumed. The initial meters were installed in the 2004 timeframe, and now that they are approaching 20 years old the batteries are rapidly failing. It is therefore necessary to replace these meters during the upcoming year and it seems best to perform both the water quality testing and meter replacements at the same time, necessitating only one home visit. There is nothing to do now. This is just a heads up for plans for 2024.

Finally, billing through The Northern Westchester Joint Waterworks (NWJWW) is being updated, for better accuracy and simplicity. Accordingly, the billing cycles for you and your neighbors will be adjusted so that everyone in your area is on the same cycle. Some will receive their bill on time, but others will see a pause or delay in when their bill is delivered. Any adjustments for the delayed billing cycle will be made on the subsequent bill, and all subsequent bills will be on this new cycle.



For more information about these water updates, please visit [www.townofcortlandt.com/ccwd](http://www.townofcortlandt.com/ccwd)  
Water Division (Maintenance) (914) 734-1026  
NWJWW (Billing) (914) 737-7676

SCAN ME 







Richard H. Becker, MD  
Town Supervisor  
**Town Board Members**  
James F. Creighton  
Cristin Jacoby  
Robert E. Mayes  
Joyce C. White

## TOWN OF CORTLANDT Department of Environmental Services

167 ROA HOOK ROAD  
CORTLANDT MANOR, NY 10567-7340  
(914) 734-1026  
FAX (914) 737-1655  
[www.townofcortlandt.com](http://www.townofcortlandt.com)



Stephen J. Ferreira, P.E.  
Director

Christina Edwards  
Deputy Director - Administration



*Dear Resident,*

The Town of Cortlandt will be implementing a town-wide **water meter register replacement and State mandated water service line lead testing program**. The water meter registers were installed in 2004, and the batteries are now failing and in need replacement. All of this work should take approximately 15 minutes.

National Metering Services, Inc. has been contracted to perform this work. Please note that the meters are the property of the Town of Cortlandt and that upgrading your current meter is mandatory in accordance with our Town Code. We will also perform testing on the water service line where it enters your home in accordance with an EPA Mandated inventory of all water service lines in the Town of Cortlandt.

The following will be the next steps for you:

**You will receive a letter from National Metering Services, Inc. with instructions on how to book your appointment.**

***It is important to note that your water meter must be made accessible to National Metering Services. This means that the meter located in your basement or utility room must not be obstructed by any personal property stored in front of or around the meter.***

If the work cannot be performed due to issues with your home plumbing to the meter, you will be made aware of it and will need to have a plumber address the issue(s). Once the repairs are completed, you should notify National Metering and they will return to complete their work.

An adult 18 years of age or older must be present at the time of the appointment. After the installation, you will be asked to run the water to make sure the new components are working. The inspection does not include any type of water sampling just an exterior scratch and swab test on the exterior of the water service line.

National Metering Services installers will be dressed in company uniforms and have a photo ID fully displayed. "NEVER ALLOW ANYONE IN YOUR HOME WITHOUT ID". All National Metering Services vehicles are white vans which are numbered and have the company name, logo, and phone number permanently displayed on them.

We urge you to contact National Metering Services once you receive their letter to assure you can get the time and date that works for you.

We thank you in advance for your cooperation.

..... Cortlandt Consolidated Water District .....



[Resident Name]  
123 Street  
CORTLANDT MANOR, NY 10596

July 10, 2024

## 1<sup>st</sup> NOTICE

Dear Valued Customer:

**The Town of Cortlandt is implementing a town-wide water meter upgrade and lead test.** National Metering Services has been contracted to perform this work. It is important to note that **your water meter must be made accessible to National Metering Services.** This means that the meter located in your basement or utility room must not be obstructed by any personal property stored in front of or around the meter. Most replacements take approximately 20 minutes and do require the water to be shut off. This is a free service.

If the work cannot be performed due to issues with the plumbing to the meter, you will be made aware of it and will need to have a plumber address the issues. Once the repairs are completed, you should notify National Metering and they will return to replace the meter.

An adult 18 years of age or older must be present at the time of the water meter replacement. After the installation, you will be asked to run the water to allow any air or discolored water in the pipe to escape. National Metering Services' installers will be dressed in company uniforms and have a photo ID fully displayed. **NEVER ALLOW ANYONE IN YOUR HOME WITHOUT ID.** All NMS vehicles are white vans that are numbered and have the company name, logo, and phone number permanently displayed on them.

**Appointments can be made by calling National Metering Services directly at 1-888-448-0009,** online at <https://nms-mdm.com/guest>, or by scanning the QR code.

Thank You for your cooperation.

Sincerely,

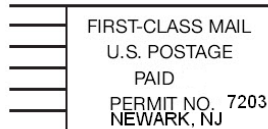
Town of Cortlandt Water Department



REF#: XXXXXXXXXX

PIN#: XXXX

**National Metering Services, Inc.**  
**P.O. BOX 491**  
**Kearny, NJ 07032**



## **2nd N O T I C E**

**REF#**

**PIN#**

**OWNER**

**STREET ADDRESS**

**CITY, STATE ZIP CODE**

**Cortlandt Manor – Important Notice Regarding Your Water Meter**



Town of Cortland Manor, NY  
Water Meter Reading System Upgrade Program

The Town of Cortlandt is implementing a town-wide water meter reading system upgrade and lead test. Please contact our contractor, National Metering Services, upon receipt of this notice. There is NO CHARGE for the installation of the reading system and lead test.

**If your upgrade was recently completed kindly disregard this notice.**

Customers will be able to identify National Metering Services personnel by their uniforms and company marked vehicles along with photo ID badges. **Do not let anyone into your home without proper identification.**

We urge you to contact National Metering Services Inc. at **1-888-448-0009**. You can also set up an appointment online by going to their website at, **<https://nms-mdm.com/guest>** or by scanning this QR Code. **You will need to enter the Reference number and PIN located above your address to access their online scheduling portal.**





SMITH JOHN

123 Main AVE  
CORTLANDT MANOR, NY 10596

# FINAL NOTICE

## Saturday, Oct 5<sup>th</sup> appointments available

Dear Valued Customer:

**The Town of Cortlandt is implementing a town-wide water meter upgrade and lead test.** National Metering Services has been contracted to perform this work. It is important to note that **your water meter must be made accessible to National Metering Services.** This means that the meter located in your basement or utility room must not be obstructed by any personal property stored in front of or around the meter. Most replacements take approximately 20 minutes and do require the water to be shut off. This is a free service. **Failure to comply with this water meter replacement requirement may result in fines and possible service termination.**

If the work cannot be performed due to issues with the plumbing to the meter, you will be made aware of it and will need to have a plumber address the issues. Once the repairs are completed, you should notify National Metering and they will return to replace the meter.

An adult 18 years of age or older must be present at the time of the water meter replacement. After the installation, you will be asked to run the water to allow any air or discolored water in the pipe to escape. National Metering Services' installers will be dressed in company uniforms and have a photo ID fully displayed. NEVER ALLOW ANYONE IN YOUR HOME WITHOUT ID. All NMS vehicles are white vans that are numbered and have the company name, logo, and phone number permanently displayed on them.

**Appointments can be made by calling National Metering Services directly at 1-888-448-0009, online at <https://nms-mdm.com/guest>, or by scanning the QR code.**

Thank You for your cooperation.

Sincerely,

Town of Cortlandt Water Department



REF#: 6161717544  
PIN#: 5876



Richard H. Becker  
Town Supervisor

## TOWN OF CORTLANDT WATER DIVISION

167 Roa Hook Road, Cortlandt Manor, N.Y. 10567

Tel: 914-737-0100

Fax: 914-737-1655

Steve Ferreira  
DIRECTOR OF D.E.S.

James F. Creighton  
Cristin Jacoby  
Robert E. Mayes  
Joyce C. White  
Town Board

**Re: Failure to comply; Service Line Test and Register Changeout Surcharge Notice**

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As previously communicated, all customers who receive water from the Cortlandt Consolidated Water District are required to have their water service lines tested for lead. The Town of Cortlandt has contracted National Metering Services, Inc. to conduct this **Mandatory** water service line test and water meter register replacement.

This testing is essential for the safety of you and your family, and mandated by the EPA. Additionally, all customers must have their water meter registers replaced. Please be aware that financial penalties may be imposed or the termination of your water service may be necessary for those who do not comply with this requirement.

Please note that if you choose not to have your service line tested and the register upgraded, a manual water reading surcharge of \$200 will be applied to each water billing cycle (amounting to \$800 per year). This surcharge will be applied to your account and will not be reversed.

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To help facilitate your water meter register being replaced and your service line tested for lead. Please fill out the form and we will help connect you with National Metering Services to schedule an appointment.

1. **Complete our online Survey:** [www.townofcortlandt.com/serviceline](http://www.townofcortlandt.com/serviceline)

This survey will ask for your Name, Address, and Contact information So that National Metering Service Inc. can reach out to assist with scheduling.



*QR Code will direct you to  
the Survey*

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You can avoid this surcharge by scheduling an appointment to upgrade your water meter upon receipt of this letter. Appointments are available Monday through Friday. Since most water meters are located indoors (in basements, cellars, crawl spaces, or utility rooms), the technician will need access to the inside of your home. The entire process should take no more than 15-20 minutes.

The lead testing is a measure to protect you and your family and mandated by the EPA, and the new meter registers will provide both the Town and residents with significant cost savings and improvements, including more accurate meter readings and a reduced need for estimated billing.

**If you have already made an appointment or had the work done, kindly disregard this correspondence.**



Newsletter  
Weekly Update  
4/12/2024

## WATER METER REGISTER REPLACEMENT AND LEAD TESTING PROGRAM

You may have received a letter from National Metering Services, Inc. We want to assure you that the company is an authorized subcontractor working with the Town of Cortlandt. If you have any concerns or questions, feel free to reach out to Ben Castro at (914) 734-1073.

[Learn more](#)

### Water Division Update

Letters have been mailed out for the water meter project



Newsletter  
Weekly Update  
9/13/2024

## WATER DIVISION UPDATE

- WATER METER REGISTER REPLACEMENT
- LEAD TESTING PROGRAM

### TICK TOCK/TICK TOCK- TIME IS RUNNING OUT!

As mandated by the Federal Government (EPA), all residents must have their water tested for lead and copper by the end of October. This is protection for you and your family. Financial penalties for those who don't have this testing done may be imposed shortly.

At the same time as your water test, The Town of Cortlandt will replace the battery in your water meter. Your meter is 20 years old and needs this upgrade. Please call right away to schedule your appointment. Most of the town has already completed water testing and meter replacement, so there are just a few remaining parcels that need to be tested. Technicians will be at your home for less than 30 minutes.

**Don't run out of time!**

**Call for your appointment: 1-888-448-0009.**

[Learn more](#)

## Attention Cortlandt Consolidated Water District Customers!

Newsletter  
Weekly Update  
10/4/2024



Beginning at 4:00pm this evening, our staff from the Department of Environmental Services and National Metering Services will be visiting homes that have not scheduled their appointment to have their water service line tested. Both DES staff and National Metering Services will have their ID badges and vehicles will be marked with the town seal or company logo. They will need permission to enter your home to test your water service line for lead and copper. It is a simple test that requires a couple of minutes to perform. In addition, if necessary the Town would like to upgrade the reading system on your meter, to make it more efficient. This is mandated by the Federal Government (EPA) and must be completed by October 15th. This is protection for you and your family. Financial penalties for those who don't have this testing done may be imposed shortly. We thank you for your cooperation.

[Visit our Website](#)

## ATTENTION CORTLANDT CONSOLIDATED WATER DISTRICT CUSTOMERS

Newsletter  
Weekly Update  
11/8/2024



Do you receive your water from the Cortlandt Consolidated Water District? All customers who receive water from the Cortlandt Consolidated Water District are required to have their water service lines tested for lead. This is a mandatory water service line test and water meter register replacement. Inspecting the pipe takes 15-20 minutes. Failure to comply will result in a surcharge in your next water bill. Appointments are available Monday-Friday. Since most water meters are located indoors, the technician will need access to the inside of your home. ***If you have not scheduled an appointment***, please fill out the form and we will help connect you with National Metering Services to schedule an appointment.

[Need Help? Click Here](#)





**ATTENTION • NOTICE**



**CORTLANDT  
CONSOLIDATED  
WATER DISTRICT  
CUSTOMERS ONLY**

**SCHEDULE YOUR  
APPOINTMENT WITH THE  
NORTHERN WESTCHESTER  
JOINT WATER WORKS  
(NWJWW) TO CONDUCT A  
MANDATORY WATER  
SERVICE LINE TEST AND  
WATER METER REGISTER  
REPLACEMENT**



**914-737-7676**

## **Mandatory Water Service Line Test and Water Meter Register Replacement**

Are you a Cortlandt Consolidated Water District customer? All customers who receive water from the Cortlandt Consolidated Water District are required to have their water service lines tested for lead. This is a mandatory water service line test and water meter register replacement. Inspecting the pipe takes 15-20 minutes. Failure to comply will result in a surcharge in your next water bill. Appointments are available Monday-Friday. Since most water meters are located indoors, the technician will need access to the inside of your home. ***If you have not scheduled an appointment***, please fill out the form and we will help connect you with Northern Westchester Joint Water Works to schedule an appointment.

**[Need Help? Click Here](#)**

**Newsletter  
Weekly Update  
1/10/2025**



# Town of Cortlandt Water Meter Register Replacement and Lead Testing Program Sign-Up

In order to facilitate getting your water meter register replaced and your service line tested for lead, please fill out the form and we will help you get on the schedule.

benc@townofcortlandt.com [Switch account](#)



Not shared

\* Indicates required question

Full Name \*

Your answer

Street Address of Service Location \*

Your answer

Town \*

Your answer

Zip Code \*

Your answer

Contact Phone Number \*

Your answer

Email Address \*

Your answer

Submit

Clear form

