

Village of Barker

Mayor Seanna Corwin-Bradley

Deputy Mayor Aaron Davis

Trustees: Val DiTommaso
Melanie Hirschman
Alexzander Detschner

8708 Main St. PO Box 298
Barker, NY 14012-0298
716-795-3777 FAX 716-795-3478



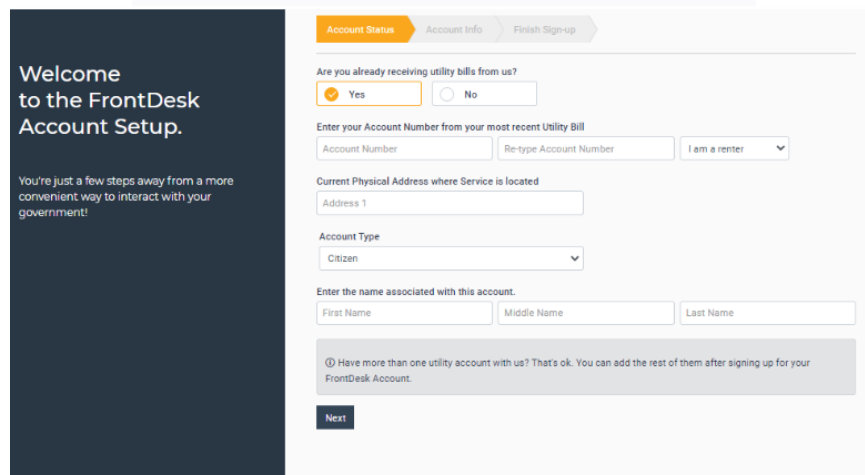
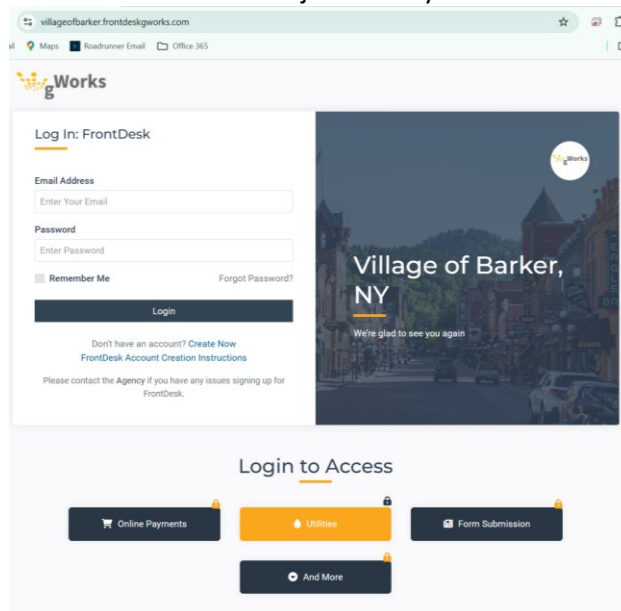
Clerk-Treasurer
Amanda M. Detschner, CMC
Deputy-Clerk—Treasurer
Laurel Cantella
Superintendent of Public Works
Mark D. Remington

January 6, 2025

Dear Village Resident,

The Village has recently switched to new water billing software. This is an exciting change, which will allow water customers to log in to check on their account, email bills, offer online payment options, as well as set up a recurring payment method. The full conversion to the new software will be complete once the 4th quarter 2024 bills are mailed on January 10, 2025. The Village is very excited to share all the benefits this new software will bring to its customers. Please read this letter in its entirety.

The website to access your water account is villageofbarker.frontdeskworks.com. When you land on the page, you will need to register the first time and after that just enter your username and password.



The Village of Barker is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or by fax (202) 690-7442 or email at program.intake@usda.gov.
TDD 7-1-1 or 1-800-662-1220

Click on Create New when creating your account for the first time. Click “YES” when asked if you are current utility customer. The address is the current physical address where the service is located. If there is payment information associated with the Utility Account they are claiming, the Public User will be asked to verify the payment information by selecting the method, expiration date, and last four digits of the payment method. If the details match at least one of the payment methods on file for this Public User, they will be able to claim the Utility Account and have access to all payment details so that they can be updated or removed as needed. The Public User will have access to the consumption history, billing, and transaction history. To finish the set up you’ll need to enter the following:

Finish Sign-Up. To finish the account, the Public User needs to enter the following:

- d Account Type: Citizen or Business
- e Name (middle name not required)
- f Email Address
- g Phone Number (not required)
- h Password

Account Status Account Info Finish Sign-up

Account Type
Citizen

Name
First Name Middle Name Last Name

Email Confirm Email Phone
Email Address Confirm Email Address Cell Phone Number

Password Confirm Password
Password Confirm Password

By clicking here, you acknowledge you will be receiving electronic bills with your Frontdesk account. By default, you will no longer receive paper bills from the Vincent Clortho Public Utilities. You may opt in to receiving paper bills in addition to electronic bills by updating your Notification Preferences on the My Account tab.

Click 'Create Account' to finish this step!

Create Account

After clicking **Create Account**, the Public User will receive an email to verify their email address. Once they click the link to verify, they can now log in! If they have multiple utility accounts, they can now associate them in their FrontDesk account.

Keep in mind that there is a convenience fee for utilizing the online payment option. This convenience fee is not paid to the Village or does the Village receive the money, it goes to the service provider.

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Please see the following error codes that can be received when trying to set up your front desk user account:

- 1 **This email already assigned to an active account.** This error will display if the email entered is already associated with a Public User who has a FrontDesk Login.
- 2 **This phone already assigned to an active account.** This error will display if the phone number entered is already associated with a Public User who has a FrontDesk Login.
- 3 **This email is associated with accounts.** This error will display if the Public User answered No to whether they were already receiving Utility Bills bills, but the email they entered is already associated with a Public User who has a FrontDek login.
- 4 **Account was not found.** This error will display if the Public User enters an Account Number that does not exist.
- 5 **Unfortunately this account is not available (1).** This error will display if the Public User enters an Account Number that is inactive.
- 6 **Unfortunately this account is not available (2).** This error will display if the Public User enters an Account Number that is associated with a Public User who is already active and has a FrontDesk login.
- 7 **Unfortunately this account is not available (3).** This error will display if the address entered was not correct.
- 8 **Unfortunately this account is not available (4).** This error will display if the payment method entered by the Public User does not match the Payment Method on file that was previously entered by the Agency User.
- 9 **'This account has existing payments methods that are not associated with this email; please reach out to the agency.** This error will display if the account they are trying to take over has a different Public User than the one trying to sign up, and that Public User has payment methods associated with it.

Instead of having your bill mailed to your residence, you may sign up to have your bills emailed. If you prefer to have your quarterly water bill emailed, please complete the information sheet enclosed. **It's extremely helpful to have updated contact information and email addresses in case of a situation where information needs to be passed on quickly.** Every quarter we print a report called the High/Lo Report. It indicated service addresses that may be using more water than normal or less water than normal. This helps us to gauge water leaks and malfunctioning water meters. Every quarter those service addresses that have abnormally high usage will receive a phone call and/or email from us to give them a heads up and ask about any leaky faucets, running toilets or other water problems. The resident is still responsible for the water usage, but it can be quickly corrected so that the next quarter's usage is not high as well. Please review the enclosed water usage chart by leak type to see how quickly water usage adds up.

The look of the post cards will remain the same, a white background with shaded blue boxes with a detachable bottom for remittance. Full-page bills will only be used for this billing period.

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We are so excited to be able to offer so many new options to our residents. We hope that you find this helpful and take the time to complete the information sheet and return it to the Village Hall. You may mail it back to us, scan and email to barkervillageCT@gmail.com, fax it to us at 795-3478 or drop it off at the Office. We greatly appreciate your understanding and cooperation in this new endeavor.

Respectfully,

Amanda M. Detschner, CMC/RMC/CMFO
Clerk-Treasurer

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