



Albany Water Board

Senior Discount Program Policies and Procedures

Adopted by the Albany Water Board: 3/22/2019

Next Policy Review: 1/1/2022

Resolution: 19-08

Albany Water Board

Senior Discount Program

Policies and Procedures

Purpose:

The Albany Water Board (AWB) offers discounts to water and sewer rents for Albany, New York residents who meet certain eligibility criteria.

Policy Statement:

The City of Albany's Office of Assessment offers property tax exemptions for senior citizens. There are two (2) exemptions available to senior citizens; the Enhanced STAR Exemption, and the Aged Exemption.

The Enhanced STAR Exemption is offered to City of Albany property owners who are over 65 year of age and earn less than \$86,300, annually.

The Aged Exemption is for City of Albany property owners over 65 years of age who earn less than \$37,400, annually.

Each year, citizens who meet the above eligibility requirements must file an application with the City Assessor from January 1st through March 1st. Tax returns are provided to the City Assessor for income verification. The City Assessor compiles the applications and tax returns into their tax assessment software. The exemption compilation is complete as of July 1st, each year.

The AWB chooses to adopt a senior discount program which is consistent with the City of Albany's policy. Said policy will be offered to senior citizens who qualify for the Aged Exemption with the City of Albany. These are for citizens who are older than 65 years of age and whose income is less than \$37,400, annually.

The discount rate to the water and sewer rents will be applied on a sliding scale, based on income, as follows:

<i>Annual Income</i>	<i>% Discount</i>
<i>\$29,000, or less</i>	<i>50%</i>
<i>Greater than \$29,000, up to \$30,000</i>	<i>45%</i>
<i>Greater than \$30,000, up to \$31,000</i>	<i>40%</i>
<i>Greater than \$31,000, up to \$32,000</i>	<i>35%</i>
<i>Greater than \$32,000, up to \$32,900</i>	<i>30%</i>
<i>Greater than \$32,900, up to \$33,800</i>	<i>25%</i>
<i>Greater than \$33,800, up to \$34,700</i>	<i>20%</i>
<i>Greater than \$34,700, up to \$35,600</i>	<i>15%</i>
<i>Greater than \$35,600, up to \$36,500</i>	<i>10%</i>
<i>Greater than \$36,500, up to \$37,400</i>	<i>5%</i>
<i>Greater than \$37,400</i>	<i>0%</i>

Procedures:

Each year, after the City Assessor has completed the compilation of the qualified exemptions for July 1st, a listing is distributed to the AWB's Customer Service Supervisor (CSS). The CSS then compares this listing to the current list of citizens receiving a senior discount for water and sewer rents and makes any necessary changes. Changes consist of removing those who are no longer eligible, adding new eligible accounts, and adjusting the discount rate based on the citizen's updated annual income.

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The changes are input into the billing software, Springbrook. The AWB's Chief Fiscal Officer (CFO) then produces a report from Springbrook, which lists all accounts that receive discounts against water and sewer rents. The CFO will compare all accounts receiving a discount to the listing produced by the City Assessor, to ensure that all discounts are being applied appropriately.

Springbrook automatically applies the discount against the eligible accounts and discounts water and sewer rates.