



CITY OF BURLINGTON  
DEPARTMENT OF PUBLIC WORKS

234 Penny Lane, Burlington, VT 05401  
Post Office Box 878, Burlington, VT 05402  
802.863.4501 VOX  
802.864.8233 FAX

**PRESS RELEASE**

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For Immediate Release  
November 30, 2016

For more information, contact:  
Customer Service, 863-4501 or email  
[water-resources@burlingtonvt.gov](mailto:water-resources@burlingtonvt.gov)

## Water Resources Division Payment Address Change

Burlington Water Resources is proud to announce a new efficiency with our revenue collection process. We will begin utilizing the KeyBank lockbox facility in Albany, NY to process all mailed payments. This will not impact any customers who make in person payments at any of our available drop off sites. The change will improve operational efficiency by eliminating the need for our Customer Service Team to manually open, review and record those mailed payments. As a result, our existing three person team can focus further on serving you, our customer, with more innovative tools and services to help us all protect Burlington's water resources. Please visit [www.burlingtonvt.gov/dpw/water](http://www.burlingtonvt.gov/dpw/water) for more detailed information.