



To Residential Electric Customers of Penn Yan Municipal

You have rights and responsibilities based on New York State Department of Public Service (DPS) rules and the Home Energy Fair Practices Act (HEFPA).

For questions, complaints, or problems about your service:

Stop at office at 111 Elm St, Penn Yan, NY or call 315-536-3374. Office hours are Monday-Friday 7:30 a.m.- 4:30 p.m.

If your concerns remain unresolved, you can contact the New York Dept. of Public Service (DPS). Website: www.dps.ny.gov/complaints: Phone: DPS HELPLINE 1-800-342-3377 between 8:30 a.m. and 4:00 p.m. on business days or DPS HOTLINE 1-800-342-3355 between 7:30 a.m. and 7:30 p.m. on business days. or Mail: NYS Department of Public Service, Consumer Services Division, 3 Empire State Plaza, Albany, NY 12223.

DPS consumer representatives will investigate your complaint and determine whether the utility has acted properly. While your complaint is being considered by the DPS, we cannot turn off your service due to nonpayment for the amount in question. All other amounts and bills are payable when due.

We issue a monthly bill based on an actual meter reading. If we cannot read your meter we may issue an estimated bill. All bills state whether the reading was Actual or Estimate.

It is your responsibility to pay your utility bill promptly. Payments are due by the due date. Late payment charges are 1.5%. If you fail to pay overdue bills, we will mail you a disconnect notice. Your service may be turned off if you fail to pay the amount due as shown on the disconnect notice in a timely manner or if you do not work out a deferred payment agreement with us. Please contact the office for details regarding deferred payment agreements.

We are allowed to turn off your electric service between 8:00 a.m. -4:00 p.m. Monday-Thursday. We cannot turn off service on a holiday, the day before a holiday, the day before or a day our office is closed, or for a 2-week period during the Christmas-New Year's season.

If your service is turned off, we will reconnect within 24 hours:

- 1) Once the appropriate payment is received**
- 2) You have signed a payment agreement and made a down payment**
- 3) If directed by the DPS**
- 4) You face a serious threat to health or safety**
- 5) Upon receipt of a guaranteed payment from Social Services or other agency.**

We have the right to charge a reconnect fee of \$25.00 to turn your service back on Monday-Friday 7:30 a.m. -3:30 p.m.

To request a turn on outside of these hours you will be charged based on the full cost to the utility of the employee responding to the call out which will exceed \$200.

If we fail to reconnect your service within 24 hours-except for circumstances beyond our control-we must pay you a daily amount set by DPS for each additional day you are without service.

We can turn off service any time there are serious safety problems; we will restore service as soon as the problem is corrected.

In the following cases we will not turn off your electric service;

Medical Hardship: If you or a member of your household has a medical condition or uses life support:

It is necessary for you to file a medical certificate with us from your doctor. The medical certificate must explain why the service is needed. You are still responsible for your bills.

Elderly, (62 or older), Blind, or Disabled: If you are 62 or older, blind, disabled, and all those living with you are too, (or not over 18 yrs. old), we will make special attempts to keep your electric service on. You may need to enter into a deferred payment agreement to maintain your service; or we may refer you to Dept. of Social Services.

Cold Weather Protection: Nov 1-April 15

We will try to contact you by phone at least 72 hours before electric turn off is scheduled. If we cannot reach you by phone, a representative will deliver a notice to your home.

Deposits

As a residential customer you may be required to pay a deposit. The deposit amount cannot be more than twice the average monthly bill or twice the estimated average monthly heating season bill. You are able to pay the deposit in installments over a 12-month period.

Deposits will be waived for new customers who:

- 1) Are on Public Assistance
- 2) Receive SSI or additional State payments
- 3) Are 62 years of age or older and have not been shut off for nonpayment in the past 6 months.

Seasonal or short term customers (requesting service for less than 1 year) may be required to pay deposit in full prior to service being turned on (or account being established in their name)

Budget Billing

To spread your electricity charges evenly over a 12 month period, we offer a budget plan. Please contact our office if you are interested.

Third party notification:

You can designate a friend, relative, or agency to receive a notice from us whenever your service is at risk of being terminated. The person or agency is not responsible for paying your bill, but can help make sure you avoid termination of service.

To set up a third party notification, please contact our office during regular business hour.

Landlord issues:

If your landlord is responsible for the electric bill for your building and fails to pay, you may be able to have the service kept on. Tenants may pay the bill (current charges only) and can deduct the payment from your rent. We will notify you by posting notices on the building prior to the shut off and will mail you a separate notice at least 15 days before the termination.

Shared Meter:

If you rent an apartment and pay your own utility bill, you are responsible for the electric that you use unless you have an agreement with your landlord to pay for service outside of your dwelling area.

If you believe you are wrongly charged for electric that others are using, call our office and we will investigate the matter.

Access to your meter:

Your meter is read so we can send you an accurate bill. If we are unable to read a meter for 4 months in a row, we will send you a notice requesting that you either provide us with a reading or make an appointment for a reading. We can provide a meter reading card for you to fill out and return to us.

If after 8 straight months you haven't made an appointment or provided us with a meter reading a charge not to exceed \$25.00 will be added to your bill.

For a full listing of rights and responsibilities please visit:

https://dps.ny.gov/system/files/documents/2022/10/hefpa_brochure_12-08.pdf
