

NOTIFICATION TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS REGARDING WATER SERVICE PROTECTIONS

VILLAGE OF PALMYRA

NOTICE TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS

Moratorium on Water Service Termination, Moratorium on Water Relevy, and Opportunity for Deferred Payment Agreements

On May 11, 2021 Governor Cuomo signed into law amendments to the Public Service Law that prevent municipalities and public utilities from terminating water service provided to residents and small businesses for non-payment during the COVID-19 state of emergency. Additionally, the amendments prevent municipalities from relevying previously accrued water charges on or after May 11, 2021 until the end of the COVID-19 state of emergency. *The state disaster emergency expired on June 24, 2021.*

All water suppliers must notify residential and small business customers of the protections afforded under the law.

Please be advised that service termination and relevying past due water charges is prohibited for an additional 180 days after June 24 2021, for those residential and small business customers who have **experienced a change in financial circumstances due to the COVID-19 state of emergency.**

If you are a resident or small business that has experienced a change in financial circumstances due to the COVID-19 state of emergency and would like to request relief from service termination and relevying until December 22, 2021, you must contact the Village Clerk's office at (315) 597-4849 option 2 or clerk@palmyravillageny.org no later than August 16, 2021.

Please be further advised that the law ***does not eliminate a customer's obligation to pay accrued charges.*** However, customers who have experienced a change in financial circumstances due to the COVID-19 state of emergency must be provided with the opportunity to enter into a deferred payment agreement without the imposition of deposits, late fees, or penalties.

If you are a residential or small business customer who has experienced such a change in financial circumstances and wish to enter into a deferred payment agreement to address any outstanding or accrued payments, you must contact the Village Clerk's office at (315) 597-4849 option 2 or clerk@palmyravillageny.org no later than August 16, 2021. Additional information and supporting documentation from customers seeking to enter into a deferred payment agreement may be required.

Customers that do not request protection from service termination, or relevying, or do not enter into a deferred payment agreement, will be subject to the enforcement and lien provisions authorized by State and local law upon the expiration of the Public Service Law's protections.

Please direct all other questions and concerns contact the Village Clerk's office at (315) 597-4849 option 2 or clerk@palmyravillageny.org

June 29, 2021