

CITY OF SHERRILL

NOTICE TO RESIDENTIAL UTILITY CUSTOMERS

Moratorium on Residential Utility Service Termination

On June 17, 2020, Governor Cuomo signed into law amendments to the Public Service Law that prevent municipalities and public utilities from terminating utility service to residential customers for non-payment of an overdue charge during the COVID-19 state of emergency. Additionally, all utility suppliers must notify residential customers of the protections afforded under the law.

Please be advised that service termination is prohibited for an additional 180 days after the COVID-19 state of emergency expires for those residential customers who have experienced *a change in financial circumstances due to the COVID-19 state of emergency*.

If you are a resident who has experienced a change in financial circumstances due to the COVID-19 state of emergency and would like to request relief from service termination during the 180 days after the COVID-19 state of emergency expires, you must contact Michael Holmes, City Comptroller at 315-363-2440 or mholmes@sherrillny.org.

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 resident 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 Michael Holmes, City Comptroller at 315-363-2440 or mholmes@sherrillny.org to fill out a COVID-19 attestation on your current financial situation.

Additional information and supporting documentation from customers seeking to enter into a deferred payment agreement may be required.

Please direct all other questions and concerns to Michael Holmes, City Comptroller at 315-363-2440 or mholmes@sherrillny.org