

NOTICE

Dear Customer,

If you are an electrical residential or small business customer with 25 or fewer employees, protections from termination of service for the non-payment of an overdue charge may be available to you for the duration of the state disaster emergency declared pursuant to executive order two hundred two of two thousand twenty (hereafter “the COVID-19 state of emergency”), or for 180 days thereafter. If you are having trouble paying your utility bill, we urge you to contact us as soon as possible. There are a number of solutions available to you which include the right to enter into a Deferred Payment Agreement to prevent future terminations or disconnections. You are entitled to enter into a Deferred Payment Agreement without any down payments, late fees, or penalties. Please note that you are still responsible for any arrears you accrue, and it is imperative that you contact us as soon as possible so that we may find the best way to assist you in your situation.

If you are a water customer, similar protections are also available. If you are a residential water customer, a non-residential customer whose account services residential premises, or an eligible small business customer we will not terminate service or place, sell, or enforce any lien on your property for the duration of the COVID-19 state of emergency. Additional protections may be available to you for 180 days after the COVID-19 state of emergency is lifted. If you are having trouble paying your water bill, we urge you to contact us as soon as possible. There are a number of solutions available to you which include the right to enter into a Deferred Payment Agreement to prevent future terminations or disconnections. You are entitled to enter into a Deferred Payment Agreement without any down payments, late fees, or penalties. Please note that you are still responsible for any arrears you accrue, and it is imperative that you contact us as soon as possible so that we may find the best way to assist you in your situation.

Village of Rouses Point
Municipal Utilities System
139 Lake Street, PO Box 185
Rouses Point, NY 12979
518-297-5502
www.rousespointny.com

Dated: 06/01/21