

## TOWN OF WARSAW NOTICE TO RESIDENTIAL AND SMALL BUSINESS CUSTOMERS

Moratorium on Water Service Termination, Moratorium on Water Re-levy 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 re-levying previously accrued water charges on or after May 11, 2021 until either the end of the COVID-19 state of emergency of December 31, 2021 whichever is earlier. Please be advised that service termination and re-levying past due water charges is prohibited for an additional 180 days after either the COVID-19 state of emergency expires on December 31, 2021 whichever is earlier 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 re-levying, the Deferred Payment Agreement (DPA) is valid for 180 days from the end date of the state of emergency which could be as late as December 31, 2021. You must pay the water charges by the end of the 180-day period, or they will accrue penalties associated with the unpaid balance. To maintain the DPA you must pay current charges in full as well as the DPA amount or the DPA will be considered broken. Once this 180-day period ends any unpaid amount may be re-levied onto the tax roll for collection. 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 a financial hardship due to the COVID -19 state of emergency and wish to enter into a deferred payment agreement to address any outstanding or accrued payments must contact Cathy Smith Town Clerk at 585-786-2800 option 1 or email at [townofwarsaw1@frontiernet.net](mailto:townofwarsaw1@frontiernet.net) to request the Self Certification Form and apply for a deferred payment agreement. Additional information and supporting documentation from customers seeking to enter into a DPA may be required. If you choose not to contact the Town Clerks Office to complete a Change in Financial Circumstances Self Certification Form and enter into a DPA the Town of Warsaw will assume you have experienced no such change. The complete text of the Notice of DPS Guidance related to the COVID-19 utility moratorium on terminations and disconnections is available on the DPS website at [www.dps.ny.gov](http://www.dps.ny.gov)

