

NOTIFICATION TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS REGARDING WATER SERVICE PROTECTIONS OF THE VILLAGE OF CALEDONIA

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

On May 11, 2021 former Governor Andrew 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 prevented municipalities from relevying previously accrued water charges on or after May 11, 2021 until the end of the COVID-19 state of emergency, which expired on June 24, 2021. Service termination and relevying past due water charges was prohibited **for an additional 180 days after June 24, 2021 (expiring on December 22, 2021)** for those residential and small business customers who have experienced a change in financial circumstances due to the COVID-19 state of emergency.

All water suppliers must notify residential and small business customers of the protections afforded under the law. 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, **you must contact the Village of Caledonia, Clerk-Treasurer Ann Marie Grattan at (585) 538-6565 or email amgrat@frontiernet.net no later than January 25, 2022 and complete the enclosed Self Certification Form. All questions or concerns may also be directed to the Clerk-Treasurer.**

Please be further advised that the law does not eliminate a customer's obligation to pay accrued charges, however, you must be provided with the opportunity to enter into a deferred payment agreement without the imposition of deposits, late fees, or penalties. 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 of the Public Service Law's protections.