

## NOTICE TO RESIDENTIAL WATER CUSTOMERS

### Moratorium on Residential Water 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 water service to residential customers for non-payment of an overdue charge during the COVID-19 state of emergency. These amendments provide residential customers the protections contained herein.

Please be advised that service termination is prohibited for an additional 180 days after the COVID-19 state of emergency expires or until the expiration of the statute, March 31, 2021, for those residential customers who have notified the Village of 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 above period, you must contact Rachel Wainwright, Water and Sewer Billing by telephoning her at 315 287-1720 x5 and or [rwainwright@villageofgouverneur.ny.gov](mailto:rwainwright@villageofgouverneur.ny.gov).

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, future late fees, or future 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 Rachel Wainwright, Water and Sewer Billing by telephoning her at 315 287-1720 x5 and or [rwainwright@villageofgouverneur.ny.gov](mailto:rwainwright@villageofgouverneur.ny.gov). 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 Rachel Wainwright, Water and Sewer Billing by telephoning her at 315 287-1720 x5.