



November 1, 2021

NOTIFICATION TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS REGARDING WATER SERVICE PROTECTIONS CONCERNING MORATORIUM ON WATER SERVICE TERMINATION AND 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 prevent municipalities from relevying previously accrued water charges on or after May 11, 2021 until the end of the COVID-16 state of emergency. The state disaster emergency expired on June 24, 2021. All water suppliers must notify residential and small business customers of the protections afforded under the law.

Please be advised that service termination and relevying past due water charges is prohibited for an additional 180 days after June 24, 2021, for those residential and small business customer who **have experience 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 service termination and relevying until December 22, 2021, you must contact the Town's Water Billing Department at (716) 358-9701 x200 no later than **November 15, 2021.**

Please be further advised that the law **does not eliminate a customer's obligation to pay accrued charges.**

If you are a residential or small business customer 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 the Town's Water/Sewer Billing Department at 716-358-9701 x200 no later than **November 15, 2021.** Additional information and supporting documentation will 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 the State and local law upon the expiration of the Public Service Law's protections.

Forms are available upon request, on-line at www.randolphny.net and in the Town Clerk's Office. Please direct any questions to the Town's Water/Sewer Billing Department at 716-358-9701 x200 no later than **November 15, 2021.**

72 Main Street | Randolph, NY 14772 | 716-358-9701 | 716-358-5572 fax | www.RandolphNY.net
Including the Hamlets of Randolph and East Randolph