

NOTIFICATION TO RESIDENTIAL WATER CUSTOMERS REGARDING WATER SERVICE TERMINATION MORATORIUM

VILLAGE OF WATERVILLE

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. Additionally, all water suppliers must notify residential customers of the protections afforded under the law.

Please be advised that service termination is prohibited for an additional 180 days after the COVID-19 state of emergency expires for those residential customers who have experienced 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 180 days after the COVID-19 state of emergency expires, you must contact Gayle Barnes, Village of Waterville Clerk/Treasurer by calling 315-841-4221 or emailing clerk@villageofwaterville.org.

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 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 Gayle Barnes, Village of Waterville Clerk/Treasurer by calling 315-841-4221 or emailing clerk@villageofwaterville.org. 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 Gayle Barnes, Village of Waterville Clerk/Treasurer by calling 315-841-4221 or emailing clerk@villageofwaterville.org.