

## **Salamanca BPU Annual HEFPA Notification of Rights for Residential Electric Customers**

The Home Energy Fair Practices Act - [http://www.dps.ny.gov/HEFPA\\_brochure\\_12-08.pdf](http://www.dps.ny.gov/HEFPA_brochure_12-08.pdf)

**HEFPA** provides residential energy customers with comprehensive protections in areas such as customer billing, and payment and complaint procedures. As a sub-metered electricity customer, you have the same HEFPA protections as direct metered utility customers. This statement is an overview of those rights, the policies and procedures.

**Complaints:** Complaints regarding electric billing or other service problems should be directed, by telephone (716) 945-3130 or mail to City of Salamanca Board of Public Utilities, 225 Wildwood Ave. Ste 6, Salamanca, NY 14779. If such complaints are not resolved with the Salamanca BPU, you may contact the NYS Department of Public Service (**DPS**). DPS complaints may be directed as follows: Website: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints); Phone: **DPS Helpline at 1-800-342-3377** (M-F 8:30a-4:00p); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223.

**Payment of Bills:** Accepted forms of payment are cash, check or money orders. Failure to pay by due date, incurs a 1.5% penalty. A deposit to start service is not collected at this time. A Returned Check Fee is \$50.

**Service termination:** Accounts 2 months in arrears are mailed a termination notice. Electric service will not be turned off before the scheduled disconnection date. We also cannot disconnect on Fridays, Saturdays, Sundays, holidays, the day before a holiday, during evening hours, or during a two-week period around Christmas and New Year's. Contact the Salamanca BPU (M-F 7:30a to 4:00p) before termination date, to pay in full or arrange an installment payment agreement. DPS Emergency Hotline at 800-342-3355 M-Th 7:30a to 7:30p or F 7:30a to 7:00p for assistance.

**Reconnection of Service:** If your service is turned off, we will turn it back on within 24 hours Monday through Friday 7:30a to 3:30p, if you pay the overdue bills and a \$40 reconnection fee.

**Payment plans:** Either pay the amount you owe in full or contact us so we can try to work out a deferred payment plan/installment payment agreement you can afford.

**SPECIAL PROTECTIONS:** Contact us voluntarily to complete a Special Protections Registration form (available online or in office) immediately if any of the following apply:

Medical emergencies – If a medical doctor certifies that a medical emergency exists or that you require life support equipment, we must continue service for at least 30 days.

Elderly, blind, disabled – If everyone in your household is 62 or older, 18 or younger, or blind or disabled and we are unable to work out a payment plan, we will contact the Department of Social Services.

Two-family dwellings – refer to HEFPA website

Heat-related service in winter – If between November 1 and April 15 the loss of heat-related service is likely to cause a serious health or safety problem, we will refer your case to Social Services and continue service during Social Services' review.

Public assistance and SSI – If you receive public assistance or SSI benefits, you may be able to prevent a shutoff by contacting both us and Social Services.

Designation of Third Party for Receipt of Notices – note on service application or complete Special Protections Registration form.