

**TOWN OF PLATTSBURGH WATER AND WASTEWATER
NOTICE TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS
COVID-19 STATE OF EMERGENCY MORATORIUM**

On May 11, 2021 Governor Cuomo signed into law amendments to the Public Service Law that prevent municipalities and public utilities from terminating water service provided to residential customers, including nonresidential customers whose account serves residential premises, or small businesses, for non-payment during the COVID-19 state of emergency. Additionally, the amendments prevent municipalities from placing, selling or enforcing a lien for previously accrued water charges on or after May 11, 2021 until either the end of the COVID-19 state of emergency or December 31, 2021, whichever is earlier.**

Water suppliers must notify residential and small business customers of the protections afforded under the law.

Please note that the amendments also provide that service termination and placing, selling or enforcing a lien for past due water charges is prohibited for an additional 180 days after either the COVID-19 state of emergency expires or December 31, 2021, whichever is earlier, for those residential and small business customers who certify that they have experienced a change in financial circumstances due to the COVID-19 state of emergency. **

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 residential customer, a nonresidential customer whose account serves residential premises, or a small business that has experienced a change in financial circumstances due to the COVID-19 state of emergency and would like to enter into a deferred payment agreement for water bill payments, please contact the Water and Wastewater Department by the following methods:

Website (Deferred Payment Application)	www.townofplattsburgh.com
Mail	Town of Plattsburgh Water and Wastewater Department 151 Banker Rd. Plattsburgh, NY 12901
Phone	(518) 562-6890
Email	valeriec@townofplattsburgh.org

UPDATE

**** On June 23, 2021, Governor Andrew Cuomo announced the end of the Covid-19 state disaster emergency declared pursuant to Executive Order 202. Effective June 24, 2021, the first phase of the utility moratorium protections has ended, thereby commencing the 180 day period of additional protections for qualifying customers. The 180 day period begins on June 24, 2021, and ends on December 21, 2021. For the period from June 24, 2021, until June 30, 2022, no municipal water utility shall terminate or disconnect the service of or place, sell or enforce any lien on the real property of a residential, a non-residential customer whose account serves residential premises, or qualified small business customer unless at least 30 days prior to the disconnection or lien action, it sends the customer a notice of its intention to do so together with a notice of the customer's rights to self-certify a change in financial circumstances due to the COVID-19 state of emergency or enter into a DPA (Deferred Payment Agreement.)**