



## UTILITY SERVICE DISCONNECTION PROCEDURE

To avoid disconnection you should pay your bill by the due date. The payment is considered late if received after the due date unless it is a holiday or a weekend. In this circumstance the bill must be paid by the next business day. **If you do not receive a bill, please call Fairport Municipal Commission at (585) 223-0440 to inquire about the status of your bill. You are still required to pay by the due date.** Let us know if you are interested in signing up for an e-bill to be e-mailed to you instead of a paper copy.

### When Can A Company Disconnect Utility Services?

- Electric services may be disconnected when a bill is not paid by the due date and a Disconnect Notice has been sent to the customer.
- Upon customer written request.
- When service to the customer constitutes an immediate hazard to persons or property.

### What is a Disconnect Notice?

- A colored disconnect notice is mailed to help notify customers that they are at risk for service termination. In addition, the envelope is clearly stamped with “Urgent Disconnect Notice”.
- This notice indicates the amount that the customer must pay to avoid disconnection.

### When Does Service Disconnection Occur?

- The disconnect notice indicates the earliest date which the customer can expect to be disconnected. This can occur Monday through Thursday, from 8:00AM to 3:30PM, excluding days in which the billing office is closed.

### Once Disconnected, How Can I Get Utility Service Reconnected?

- For service to be reconnected, a customer must either make full payment of their current balance or enter into a Deferred Payment Contract.
- In addition, a re-connect fee must be paid in full prior to re-connection. The fee is \$25 if re-connection occurs during working hours of 8:00AM – 3:30PM or \$200.00 during non-working hours.
- If you pay your bill online while disconnected, please call the office to notify them that you have done so. This will allow your service to be re-connected as soon as possible.
- Reconnection can take up to 24 hours but we try to re-connect as soon as possible once we have been notified that full payment has been received.

### **Is Financial Assistance Available?**

- If you are experiencing difficulties paying your electric bills, or have received a disconnect notice and cannot pay your bill, assistance may be available at the following websites.
- Home Energy Assistance Program (HEAP) <http://www.otda.state.ny.us/main/heap/>
- NYS Office of Temporary and Disability Assistance <http://www.otda.state.ny.us/main/ta/>
- Salvation Army [http://www.salvationarmy.org/ihq/www\\_sa.nsf](http://www.salvationarmy.org/ihq/www_sa.nsf)
- Other local non-profit organizations or charities

### **What if I Still Cannot Pay My Electric Bill?**

- Fairport Municipal Commission does acknowledge that there are financial hardships and circumstances that inhibit a customer from paying a bill. In this situation, a customer may enter into a Deferred Payment Contract with us. Deferred Payment Contracts are signed contracts between Fairport Electric and the Customer to enter into a payment plan to help the customer pay their overdue amount. Deferred Payment Contracts must be applied for in-person at our Billing Office located at 31 South Main Street in Fairport, New York from April 1<sup>st</sup> through October 1<sup>st</sup> during office hours from 8:00AM to 4:00PM. Most Deferred Payment Contracts require a down payment equal to 15% of a customer's total balance due, with the remainder due in installments over the next 2-6 months (depending on when the payment plan commences). In situations where a customer is unable to pay the default payment contract terms, the customer may apply for Demonstrated Inability to Pay. This form will go through a special review and a specific affordable payment plan will be designed.

### **Who Regulates and Monitors Fairport Municipal Commission?**

- Fairport Municipal Commission is regulated and monitored by the New York State Public Service Commission. For further details go to <http://www.askpsc.com/askpsc/page/?PageAction=renderPageById&PageId=9a5e6ea1fbbd6caa60dc7dc9927d5ea2>.
- Disconnection is regulated and monitored by the New York State Public Service Commission. For further details, see the [PSC's Home Energy Fair Practices Act \(HEFPA\)](#).