

## Town of Manchester Water Department

### NOTICE TO RESIDENTIAL AND SMALL BUSINESS WATER CUSTOMERS

#### **Moratorium on Water Service Termination, Moratorium on Water Relevy, and Opportunity for Deferred Payment Agreements**

On May 11, 2021 Governor Cuomo signed into law amendments to the Public Service Law that prevents 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-19 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 customers who have **experienced 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 Clerk's Office at the Town of Manchester between the hours of 8:30 to 12:00 or 1:00 to 4:30 at 315-462-6224 or 585-289-3010 no later than October 31, 2021.

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 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 Clerk's Office at the Town of Manchester between the hours of 8:30 to 12:00 or 1:00 to 4:30 at 315-462-6224 or 585-289-3010 no later than October 31, 2021. Additional information and supporting documentation from customers seeking to enter into a deferred payment agreement may be required.

The full text of the law is available at the NYS Department of Public Service regarding DPS Matter 20-01676.

*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 State and local law upon the expiration of the Public Service Law's protections.*

Please direct all other questions and concerns to the Water Department of the Town of Manchester at 315-462-6224 or 315-759-7092.

# TOWN OF MANCHESTER

1272 County Road #7

Clifton Springs, N.Y. 14432

Phone: (315)462-6224 or (585)289-3010

Fax: (315)462-6675

jill.havens@manchesterny.org

TOWN CLERK - Jill A. Havens  
Ext. 2

SUPERVISOR  
David Phillips  
Ext. 5

HIGHWAY SUPT. - Jason Lannon  
Ext. 6

SOLE ASSESSOR -Jennifer Fagner  
Ext. 3

ZONING - Steve DeHond /Marty Barnett  
Ext. 4

## Self Certification Form

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Emergency Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Alternate Email: \_\_\_\_\_

Service Address: \_\_\_\_\_

### Certification:

Please read the following certification. Your signature is verification that you are stating this to be true.

"I attest that due to the COVID-19 State of Emergency, which began March 7, 2020, I am currently experiencing a change in financial circumstances. This change may have occurred as the result of qualifying for unemployment or experiencing a reduction in household income, incurring significant costs or other financial hardship, directly or indirectly, due to the COVID state of emergency."

Name on Account \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please return this form to the Town of Manchester no later than October 31, 2021.

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## CONFIDENTIAL

### *Evaluation of Customer's Ability to Pay*

1. Customer Name: \_\_\_\_\_

2. Service address & account number:

\_\_\_\_\_  
\_\_\_\_\_

3. Employer Name, Address and Phone Number \_\_\_\_\_

\_\_\_\_\_

4. What is your monthly income? \_\_\_\_\_

5. Please identify all other forms of income (Unemployment, Disability, and Public Assistance) and the amounts of each \_\_\_\_\_

\_\_\_\_\_

6. Please list all checking and savings accounts and balances:

\_\_\_\_\_

\_\_\_\_\_

7. Please list all credit cards, balances due and the amount of the monthly payment on each:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. Do you own your home or do you rent? \_\_\_\_\_

a. What is your monthly mortgage or rent payment? \_\_\_\_\_.

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9. List other assets (i.e., Stocks and Bonds): \_\_\_\_\_  
\_\_\_\_\_

10. List other debts (bank loans, credit lines, utility bills, etc.) and the amount of the monthly payment on each: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. Identify all other monthly expenditures by amount:

- Food expenses \$ \_\_\_\_\_ - Medical expenses \$ \_\_\_\_\_
- Telephone bills \$ \_\_\_\_\_ - Utility bills \$ \_\_\_\_\_
- Mandatory loan/credit card payments \$ \_\_\_\_\_
- Other \$ \_\_\_\_\_ \$ \_\_\_\_\_