NYCRR Title 16A PUBLIC SERVICE

Notification Requirements

Please find below a summary of your rights and obligations under HEFPA (Home Energy Fair Practices Act). More detailed information may be accessed at: [www.dps.state.ny.us/hefpa.htm.](http://www.dps.state.ny.us/hefpa.htm)

We have the responsibility to supply electricity in a reliable manner, and you have a responsibility to pay utility bills promptly. Contact our office at 716- 326-4961 as soon as possible if you have any complaints, questions or problems about your service. Office hours are 8:00am-4:30pm Monday thru Friday. After business hours, we have an automatic messaging system to leave a message for our office staff. They will return a call during normal business hours. For electrical emergencies, please call 716-326-2145. After business hours, please call 716-792-7919. ***For consumer complaints that cannot be resolved by the Village of Westfield, you may contact the New York 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***

Bills paid 23 days after mailing will be considered overdue and will be assessed a 11/2 % late fee. Bills may be paid in person at 23 Elm Street, Westfield, NY 14787. Payments may be mailed, deposited in the drop box at the office entrance, charged by phone or on our website www.westfieldny.com.

If a deposit is required when you open a residential account, it is based on two times the average monthly winter billing. Deposits are held for one year and with 12 consecutive on time payments, refunded with interest. If your payments are not on time, we will hold the deposit until 12 consecutive monthly on time payments are made.

We may disconnect service for nonpayment. We must send you a Final Termination Notice which will provide you with 15 more days to pay the bill or complete a deferred payment arrangement. We will reconnect service within 24 hours if the amount is paid and any customer may designate a third party to receive copies of a billing, terminations, disconnection and suspension of service. There are Cold Weather Protections (November 1st- April 15th) and Special Protections for certain customers such as the elderly, blind and disabled. You must voluntarily inform us and are required to provide us the appropriate medical documentation.

If you rely on electrically operated medical devices or have other special medical needs, it is especially important for you to be personally prepared for a power outage. Please inform us if you rely on electrically operated life- sustaining medical devices and you may be in immediate danger if your electric service is interrupted or you are a person with disabilities or blind. Although we inform customers about planned power outages and regularly review equipment requirements, restorations do take time, so you personally need to be prepared. Always call 911 in the case of an emergency.

Customers who sign up for budget billing will have your monthly budget amount calculated based on your yearly bill based on last year’s usage for electric, water and/or sewer per location. Payments must be made on time to remain on budget billing. Customers that are eligible for the Home Energy Assistance Program (HEAP) cannot count this benefit as payment towards your budget billing. We do apologize for this inconvenience.

We continually work to improve the level of service and communication we have with our customers. To assist us with this effort, we ask that you immediately inform us of any changes in your mailing address or phone number.

**For more information please visit our website:**

**www.westfieldny.com**