

## **NOTICE TO RESIDENTIAL CUSTOMERS OF THE LATHAM WATER DISTRICT**

Pursuant to the Covid-19 State of Emergency in New York State §89-L (Municipal Water Systems) of the Public Service Law has been amended as follows:

- No municipality shall terminate or discontinue residential service for the nonpayment of bills, taxes, or fees for the duration of the state disaster emergency declared pursuant to executive order two hundred two of two thousand twenty (hereinafter the "COVID-19 state of emergency"). Every municipality shall have a duty to restore service to any residential customer within forty-eight hours of the effective date of this subdivision if such service has been terminated during the pendency of the COVID-19 state of emergency.
- For a period of one hundred eighty days after the COVID-19 state of emergency is lifted or expires, no municipality shall terminate or discontinue the service of a residential customer because of bill arrears, taxes, or fees owed to the municipality when such customer has experienced a change in financial circumstances due to the COVID-19 state of emergency, as defined by the department. The municipality shall provide a residential service customer that has experienced a change in financial circumstances due to the COVID-19 state of emergency with the right to enter into, or restructure, a deferred payment agreement without the requirement of a down payment, late fees, or penalties, as such is provided for in article two of this chapter.
- Every municipality shall provide notice to residential customers in a writing to be included with a bill statement or, when appropriate, via electronic transmission the provisions of this section and shall further make reasonable efforts to contact customers who have demonstrated a change in financial circumstances due to the COVID-19 state of emergency for the purpose of offering such customers a deferred payment agreement consistent with the provisions of this article.
- Implementation of the provisions of this section shall not prohibit a municipality from recovering lost or deferred revenues after the lifting or expiry of the COVID-19 state of emergency, provided that such means are not inconsistent with the provisions of this article. Nothing in this section shall prohibit a municipality from disconnecting service when it is necessary to protect the health and safety of customers and the public.

**SELF-CERTIFICATION NOTICE**

**Resident:** Please be advised, if you have experienced a change in financial circumstances due to the COVID-19 State of Emergency and having difficulty paying your water bill, completely fill out, sign and return this Self-Certification Notice, **via mail**, to the Town of Colonie, Division of Latham Water, 347 Old Niskayuna Road, Latham, New York 12110, or **email** at **InfoLWD@Colonie.org**. Upon receipt, the Division of Latham Water shall contact you to discuss the possibility of entering into a Deferred Payment Agreement (DPA) for your outstanding water bill.

If you do not return this Notice with a signed Certification attesting to a change in financial circumstances due to the COVID-19 State of Emergency, the Latham Water District shall assume that no such financial hardship exists.

LATHAM WATER DISTRICT CUSTOMER NAME:

\_\_\_\_\_ (Must match name on Account)

PROPERTY ADDRESS: \_\_\_\_\_

PHONE NO. \_\_\_\_\_ EMAIL: \_\_\_\_\_

SIGNATURE OF CUSTOMER: \_\_\_\_\_

**\*NOTE:** Customer shall be required to complete a financial statement and provide supporting documentation of a change in financial circumstances before a Deferred Payment Agreement shall be offered to you.

Questions should be directed to the Latham Water District at 518-783-2750