

RESIDENTIAL RIGHTS AND RESPONSIBILITIES FOR BOARD OF PUBLIC UTILITIES ELECTRIC CUSTOMERS JAMESTOWN, NEW YORK

This document summarizes your rights and responsibilities as a Jamestown, NY Board of Public Utilities (BPU) electric customer. Once you have read it, keep it for future reference.

These rights and responsibilities result from New York State Public Service Commission (PSC) rules and a regulation – the Home Energy Fair Practices Act (HEFPA), which is called the “Consumer Bill of Rights.”

QUESTIONS, PROBLEMS, APPEALS

Contact the Board of Public Utilities as soon as possible if you have any complaints, questions, or problems regarding your electric service. You are entitled to a prompt answer. The BPU Customer Service Office is located at 92 Steele Street, Jamestown, New York or you may reach the BPU by telephone at (716) 661-1660 or by mail at P.O. Box 700, Jamestown, NY 14702-0700. BPU office hours are: Monday through Friday, 7:00 a.m. to 5:30 p.m., closed on holidays. You may also reach us via email through our website at www.jamestownbpu.com.

If you are not satisfied, you may write to the Office of Consumer Services, Public Service Commission (PSC), at Three Empire State Plaza, Albany, NY 12223, or call the PSC toll-free HELPLINE at 1-800-342-3377. The HELPLINE is staffed from 8:30 a.m. to 4:00 p.m. on business days. PSC consumer representatives will investigate your complaint and determine whether the BPU has acted properly.

The PSC also has a special emergency HOTLINE for residential customers for matters concerning the connection or disconnection of electric service. 1-800-342-3355 is the PSC toll-free HOTLINE number. It is staffed every business day 7:30 a.m. to 7:30 p.m. The BPU cannot turn off your electric service for your failure to pay the amount in question while your complaint is being considered by the Public Service Commission. All other amounts and bills are payable when rendered.

BILLING

The BPU uses actual automated meter readings to determine your monthly bill. There may be rare occasions to use estimated readings, such as severe weather or equipment failure. The BPU has a responsibility to supply electricity to you in a reliable manner, and customers have the responsibility to pay utility bills promptly. Here are some important points about billing:

When To Pay – The BPU electricity bill is for electricity already used, so the bill is due and payable when received. A payment is considered overdue 23 days after the bill is **mailed** to you. The due date is printed on the bill. If you pay after that, you will have to pay a late payment charge. Late payment charges are 1.5% of the past-due amount and are assessed each month on any unpaid past-due balance. If you have any questions about your bill, contact the BPU Customer Service office right away. The telephone number is (716) 661-1660.

Where To Pay – Most of our customers pay by mail, using the return envelope provided. You can also pay in person at the City Treasurer’s office on the first floor of City Hall, Third Street, Jamestown, NY or at the BPU Customer Service offices at 92 Steele Street. Drop boxes for payment of bills after hours are located at the Tracy Plaza entrance to City Hall, in the City Hall Police Department and in the glass-enclosed corner of the “D” building on 92 Steele Street.

PLEASE BE SURE NOT TO LEAVE CASH AND TO INCLUDE YOUR BILL STUB WITH YOUR PAYMENT.

Easy Pay – You may pay your BPU bill automatically. Once you authorize automatic payment, the BPU will withdraw the billed amount from your checking account on the due date of the bill. We will continue mailing you your regular monthly bill to keep you informed of payments posted and received, your energy use and costs, your meter information and the BPU News ‘n Views.

Balanced Billing – This payment method is available for all qualified customers and may be established at any time during the year. The budget amount will be established at the time of enrollment and the true-up month will be the one-year anniversary date of enrollment. At that time, the customer will pay shortages due the BPU or may receive a check for overages or credit the overage to their account. No interest will accrue on overpayments. The BPU will monitor usage of balanced billing customers and suggest changes in the budgeted amount should it be significantly different than the historical data. If there is a rate increase mid-way during the customer’s budget year, the budgeted amount will be increased by the percentage of the rate increase. Either party can request an adjustment at any time. Customers enrolled in

Balanced Billing may withdraw at any time.

Billing Accuracy – The BPU does everything it can to bill your account accurately. Under certain circumstances, the utility may issue you an estimated bill if it cannot read your meter or if it appears that the reading may be wrong. The procedure the utility uses to calculate an estimated bill is approved by the Public Service Commission. Each estimated bill clearly states that it is based on an estimate. If, by using estimated bills, the BPU has understated the amount you owe by 50% of the actual usage or \$100 (whichever is greater), the utility must notify you of that fact in writing and you may make monthly payments on the difference.

DEPOSIT POLICY

The deposit amount is based on two times the average monthly bill for the previous twelve months. The Public Service Commission rules govern deposit policies as follows:

New Customers – The BPU may charge a deposit for all residential customers who are seasonal or short-term customers (requesting less than one year of service).

Existing Customers – Existing residential customers who have had their services disconnected for non-payment in the preceding six months, or who have accumulated two consecutive months of arrears without making reasonable payment, or have filed bankruptcy, may be charged a deposit by the BPU.

Public Assistance – If you receive public assistance, supplemental security income (SSI) or additional state payments, the BPU cannot require you to pay a deposit.

Deposit Request – If you are required to post a deposit due to bankruptcy, the BPU will give you 20 days notice before the deposit becomes due.

Refund – The BPU can hold a security deposit for the length of the bankruptcy. If you maintain a good payment record during that time, the utility will refund the deposit plus interest at a rate set by the PSC. Otherwise, the BPU can hold the deposit and will credit interest to your account on a yearly basis.

FINAL TERMINATION NOTICE, SERVICE TURN-OFF AND TURN-ON PROCEDURES and SPECIAL PROTECTIONS

If you fail to pay overdue bills, the BPU may turn off your service only after it has given the required notice and offered you a deferred payment agreement for your overdue bills.

Final Termination Notice – Before the BPU can turn off service for an overdue bill or deposit, the utility must send you a Final Termination Notice. The BPU does not send a Final Termination Notice until you have failed to pay a bill more than 23 days after it was mailed to you. Once you receive a Final Termination Notice, you have 15 more days in which to pay the bill, arrange for payment, or contact the BPU about it before service can be turned off. If you think the BPU has made a mistake in your account, call the utility. The BPU will check it and postpone turning off your service while it is looking into the matter.

The BPU will offer you a deferred payment agreement at least five days before turn-off unless it is determined that you have the financial resources to pay the owed amount. If you sign a deferred payment agreement and comply with its terms, the utility cannot turn off service. If you are unable to reach an agreement with the Board of Public Utilities, the PSC staff will help you make such an agreement.

Unless you qualify for the special protections described in the section “Hardship Procedures” described further on, your services will be turned off if:

- You fail to pay the amount due as shown on the Final Termination Notice, or
- You do not work out a deferred payment agreement.

Time of Termination – The BPU is only allowed to turn off utility service for nonpayment between 8:00 a.m. and 4:00 p.m.,

onday through Thursday. The BPU cannot turn off service on a holiday, the day before a holiday, any day the utility's business office is closed, or for a two-week period during the Christmas - New Year season. The BPU can turn off service without notice any time there are serious safety problems and the BPU will restore service as soon as the problem is corrected.

Landlord Problems – If you live in an apartment building or two-family house with your electric included in your rent and your landlord fails to pay the electric bills for the building, you may be able to have the service kept on by joining with the other tenants to pay the current bill. You only have to pay current charges. The BPU will notify you if the landlord has failed to pay by posting notices on the building.

Reconnection of Service – If the BPU turns off your service, they will reconnect it within 24 hours:

- Once you have either paid the amount due, or signed a deferred payment agreement and made the down payment;
- When the PSC directs the BPU to reconnect service; or
- When you face a serious threat to your health or safety.

If you receive public assistance, the BPU will turn your service back on after they receive a commitment of full payment from the social service agency helping you.

The BPU has the right to charge a fee of \$30.00 plus tax to turn service back on during normal work hours (8:00 a.m. to 4:00 p.m., Monday to Friday); or \$70.00 plus tax outside those hours and days.

Deferred Payment Agreement – If you have a financial problem that prevents you from paying your bills, the BPU will work with you to establish a deferred payment agreement. The agreement can be for as little as \$10 per month with no down payment, but must be fair and must be based on your ability to pay. The BPU may require you to make a down payment but it cannot be more than 15% of the amount owed or one-half your average monthly bill, whichever is greater. The balance owed after the down payment can be paid in equal payments of up to one half of your average monthly bill or one-tenth of the balance, whichever is greater together with your current bills, over a period that you and the utility agree on. The agreement can be changed if you can show the BPU that there are significant changes in your financial condition beyond your control. If you cannot reach an agreement with the BPU, the PSC will help you. You may reach a PSC representative at HELPLINE number 1-800-342-3377.

Hardship Procedures – In accordance with Public Service Commission rules, the BPU will continue electric service if a person's health or safety is threatened by the lack of service. The BPU will also refer health or safety problems to the Department of Social Services. In the following hardship cases, the BPU will not turn off service:

Medical Hardship – If you or a family member is faced with a medical emergency, providing the BPU with a medical certificate from your doctor will continue emergency service for 30 days. To renew the certificate after 30 days, your doctor must explain in writing why you still need the emergency service. You will be required to provide financial information to determine if you are eligible for a renewal. The BPU will NOT shut off your service during your health emergency, but you are still responsible for paying your bills.

Life Support Customers - If you need utility service to operate a life-support device, your doctor's medical certificate will remain in effect as long as the device is needed but you must inform the BPU every three months. The BPU will also code your account to assure you added protection.

Elderly (62 or older), Blind or Disabled – If you are 62 years of age or older, or blind or disabled, and all those living with you are too, (or not over 18 years old), the BPU will make special attempts to maintain your utility service. The BPU will attempt to contact you by phone or in person at least 72 hours before turn-off is scheduled to try to work out a fair payment plan.

If arrangements cannot be made, the BPU will notify the Department of Social Services of the possible turn-off and will continue service for 15 days. If the BPU ultimately turns off service, they must, within 10 days after that, attempt to reach you and devise a plan for restoring service.

If you qualify for protection under this section, notify the BPU immediately.

Cold Weather Protections

November 1 to the following April 15 – If you pay the utility for your heat, the BPU cannot turn off your service until it has tried to determine if a serious problem with health or safety would result because of the service turn-off. The BPU will try to contact you by telephone or in person at least 72 hours before service turn-off is scheduled. The BPU will try to contact you during business hours, and again at the time of turn-off. If the BPU finds that service turn-off might cause serious harm to your health or safety, the utility must ask the Department of Social Services to investigate and the BPU must continue service for at least 15 business days.

For the cold weather protections, the BPU considers "heating" to include utility services needed to provide heat. It may include direct electric space heating, electric service needed to operate a furnace, or, if you notify the BPU in writing, a safe electrical heating device.

THIRD PARTY NOTIFICATION

A third party notice may keep your service from being turned off by mistake.

All residential customers may choose a third party to be notified regarding service turn-off. You may choose a relative, a friend, a member of the clergy, or an agency (such as the Department of Social Service) to be a "third party" for copies of any Final Disconnect Notices the BPU sends to you because of overdue utility bills. The third party can contact us on your behalf and help you work out payment terms with the BPU, however the third party is not responsible for paying your bills.

Request this form from the BPU Customer Service office at (716) 661-1660.

DIVERSION OF SERVICE – important information for Tenants and Landlords

By law, tenants are required to pay only for the electricity they use. Sometimes a tenant's electric meter also registers electricity used outside the tenant's dwelling. This is called a "shared meter" condition. A tenant that is billed for a shared condition must be reimbursed by law and/or, under certain conditions, with BPU approval, a tenant may enter into a mutually acceptable agreement with their landlord to address the situation. To determine if a shared meter condition might exist, the BPU will need access to the apartment, the meters and any common areas of the building.

The BPU is required by law to provide written notifications of a pending investigation and the resulting determination to all parties involved. Failure by the landlord to cooperate with the BPU's request to investigate may still result in the BPU determining a "shared meter" condition. If the landlord fails to take any action within 120 days of a "shared meter" determination, the law requires that the BPU can establish an account in the landlord's name for all future service measured on the shared meter until they meet compliance requirements. Under certain circumstances, the landlord may be billed for other charges, where applicable, regardless if the situation is corrected or not.

ACCESS TO YOUR METER

The BPU reads your meter so that it can send you an accurate bill based on the amount of electricity you use. If the utility is unable to read a meter for four months in a row, the BPU will send you a notice requesting that you either provide the utility with a reading or make an appointment for a special reading. You can phone your electric meter reading to the BPU or mail it on a meter reading card, or send it electronically through the website, www.jamestownbpu.com. The BPU can arrange to read a meter both during and after normal working hours. If you do not control access to your meter, please arrange with the building owner or manager to let the utility meter reader in.

If, after eight straight months, you haven't made an appointment or provided the BPU with a meter reading, you or the individual who controls access to the meter may be subjected to a charge of \$25.00.

REGISTRATION FOR SPECIAL PROTECTION AND REQUEST FOR INFORMATION

If you have a medical hardship, need electric service to operate life support equipment, are 62 years or older, blind or disabled, receive public assistance, SSI or additional state payments or wish to sign up for third party notification, please call the BPU customer service office and request that your account be coded for special protection from turn-off. The BPU Customer Service number is (716) 661-1660.