



Updated Special Notice

JAMESTOWN BOARD OF PUBLIC UTILITIES COVID-19 UTILITY DISCONNECTION POLICY UPDATE

Effective October 6, 2020, the Jamestown Board of Public Utilities (BPU) will resume disconnection of electric and water services to residential customers who are delinquent in payments for service, or who have defaulted on a deferred (special or minimum) payment agreement. However, customers who have been financially disadvantaged by the COVID-19 emergency may be able to avail themselves of additional disconnection protection through March 31, 2021.

BPU customers who have been unable to pay their electric or water bills after March 7, 2020 because of financial challenges caused by the pandemic may contact the BPU customer service department to self-certify “a change in financial circumstances due to the COVID-19 State of Emergency” (currently March 7, 2020 – October 4, 2020). For those customers that successfully complete the self-certification process, the BPU will not terminate or disconnect service for non-payment of past due amounts through March 31, 2021. Customers will be provided an opportunity to request a deferred payment agreement, or to request to restructure an existing deferred payment agreement, with no late fees, penalties, or down payment required. Information on how to contact customer service is printed on every utility bill and disconnection notice.

The protections offered by the Public Service Law related to the COVID-19 state of emergency are in addition to existing Department of Public Service (DPS) regulations, which still apply. Customers will continue to receive monthly utility bills and disconnection notices in the normal manner. Customers who receive disconnection notices who do not comply with those notices, or default on a deferred payment agreement, are subject to disconnection of those services if they have not successfully completed the self-certification process.

The complete text of the Notice of DPS Guidance related to the COVID-19 utility moratorium on terminations and disconnections, dated September 8, 2020, is available on the DPS website (www.dps.ny.gov) and in the Spotlight section of the BPU website (www.jamestownbpu.com).