



SPECIAL NOTICE
VILLAGE OF FREEPORT – ELECTRIC DEPARTMENT
FREEPORT ELECTRIC
COVID-19 UTILITY DISCONNECTION POLICY UPDATE

Effective October 1, 2020, the Village of Freeport’s Electric Department – Freeport Electric (FE) will resume disconnection of electric 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.

FE customers who have been unable to pay their electric bills after March 7, 2020 because of financial challenges caused by the pandemic may contact the FE customer service department to request a new deferred payment agreement, or to request to restructure an existing deferred payment agreement. Information on how to contact customer service is printed on every utility bill and disconnection notice. Customers may be required to complete a financial statement, provide supporting documentation, and must sign a self-certification that the change in financial circumstances on or after March 7, 2020, is due to the COVID-19 state of emergency.

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.

The complete text of the Notice of DPS Guidance related to the COVID-19 utility moratorium on terminations and disconnections, dated August 11, 2020, is available on the DPS website (www.dps.ny.gov) and on FE’s website (freeportelectric.com).

First in Value First in Service

Village of Freeport

46 North Ocean Avenue, Freeport, New York 11520

Tel: 516-377-2220 Fax: 516-377-2359 www.freeportelectric.com