

## SAMPLE RESIDENT LETTER

Dear Resident,

We are pleased to inform you that we are going to be using an electric metering system at **107-40 Queens Blvd.**, to save costs and promote energy conservation. This notice provides general information about electric submetering, how you can submit comments to the New York State Public Service Commission, and how the submetering system will affect you.

**107-40 Queens Blvd.**, submitted a petition regarding submetering to the Public Service Commission. The petition received case number **XXX**. The case is published in the New York State Register from **XXX to XXX**, pursuant to the State Administrative Procedure Act. You, as a resident, have an opportunity to provide comments. You may send written comments by e-mail to [secretary@dps.state.ny.us](mailto:secretary@dps.state.ny.us) or by letter to Ms. Jaclyn Brillling, Secretary of the Public Service Commission, 3 Empire State Plaza, Albany, NY 12223, also by mail to the Public Service Commission, 90 Church Street, New York, NY 10007. The toll free PSC helpline is 800-342-2377. Don't forget to include the building's address, 107-40 Queens Blvd., Forest Hills, NY 11375 and the case number, **XXX**.

### **What are some of the benefits of submetering?**

***Saves energy.*** Submetering promotes conservation because residents pay only for the electricity that they use.

***Saves money.*** Lower energy consumption will mean lower energy bills for the residents and for the building owners. In addition, a monthly statement showing electric usage serves as a reminder that residents have control over their energy usage.

***Enhances safety.*** The submetering system is remotely read. No meter readers are required to be on the property to read the meters.

### **How does submetering work?**

A submeter is installed for each unit and measures each unit's electric consumption. The consumption information is sent to a billing services provider's computer system over the building's electric system, where it is processed and converted to individual charges. **With a submetering system, each unit only pays for the electricity that it consumes.**

### **Who will provide electricity for the building?**

Consolidated Edison will provide electricity to 107-40 Queens Blvd.,. This electricity is subject to the building's master meter, and the building's owner or management's company will pay Con Edison directly for all electricity used in the building.

### **Who will provide my electric bills?**

An independent electric billing services company will generate your electric bills. We will give you the name of the billing services company when one is selected.

### **What rate will I be charged for my electricity?**

Under New York State Public Service Law 16 NYCRR Part 96 Residential Submetering and the Home Energy Fair Practices Act (HEFPA), you can not be charged more than your utility's tariffed residential rate for direct metered service.

### **Will submetering affect my rent payments?**

Once the submetering system is approved, an electric bill will be attached to your monthly rent bill or maintenance bill, or you receive a separate electric bill for your apartment. Bear in mind, the charge for electricity will not be part of your rent.

### **What if I have questions regarding the electric bills I receive?**

The unit owner/resident should contact the management company of the building. The unit owner/resident should submit the complaint to the property manager of the building in writing, via telephone, internet or in person, including the action or relief requested and the reason for the complaint about the submetering charge. The property manager shall investigate and respond to the complaint in writing within fifteen (15) days of the receipt of the complaint. If the unit owner is dissatisfied with the property manager's response, he or she may request a review of the outcome by filing a protest in writing, via telephone, e-mail, or in person within (15) days from the date of the response from the property manager. If the unit owner/resident and property manager cannot reach an equitable agreement within fifteen (15) days of the unit owner's filing of a protest. Unit owner/resident may contact the Department of Public Service, [www.dps.state.ny.us](http://www.dps.state.ny.us), if they are dissatisfied regarding management's response to their complaint. Alternatively, unit owner/resident may contact the Department of Public Service at any time concerning their submetered service in writing at New York State Department of Public Service, 3 Empire State Plaza, Albany, New York 12223, by telephone at 1-800-342-3377 or (212) 417-2223, in person at the nearest office at 90 Church Street, New York, New York 10007, or via the Internet at [www.dps.state.ny.us](http://www.dps.state.ny.us). Property Manager shall afford you all notices and protections available to you pursuant to the Home Energy Fair Practices Act (HEFPA) before any action(s) based on such nonpayment, including termination of service is commenced. As a residential customer for electricity, unit owner/resident have consumer rights and protections available under the Home Energy Fair Practices Act ("HEFPA") and unit owner/resident may wish to refer to this act for further information about their rights via the department's website.

### **What can I do to save on my electric costs?**

The Con Edison website ([www.coned.com](http://www.coned.com)) offers energy saving tips and other helpful information. Some of the tips are simple and relatively inexpensive to implement:

- Replace incandescent bulbs with new compact fluorescent ones
- Turn your air conditioner off when no one is home
- Choose EnergyStar appliances for maximum efficiency
- Replace ordinary light switches with dimmers

### **Where can I get more information?**

For general questions regarding the submetering plan or electric billing, you should contact the property manager, **XXXX**. For more information about energy savings visit [www.coned.com](http://www.coned.com) or [www.getenergysmart.org](http://www.getenergysmart.org). For more information about submetering laws and regulations visit [www.dps.state.ny.us](http://www.dps.state.ny.us).

Thank You,