

**TOWN OF NEW WINDSOR  
WATER DEPARTMENT  
555 Union Avenue  
New Windsor, NY 12553**

**UPDATED**

**NOTICE  
TO RESIDENTIAL CUSTOMERS, NON-RESIDENTIAL CUSTOMERS  
WHOSE ACCOUNTS SERVE RESIDENTIAL PREMISES, & SMALL  
BUSINESS CUSTOMERS (LESS THAN 25 EMPLOYEES ONLY)  
REGARDING MORATORIUM ON WATER SERVICE TERMINATION,  
DISCONNECTION, TAX RE-LEVY, AND DEFERRED PAYMENT  
AGREEMENTS**

This updated mandatory notice is to advise that on December 22, 2021 the 180-day period of additional protections from terminations or disconnections for qualifying municipal water customers initially signed into law on May 11, 2021, by then Governor Cuomo, ended.

However, in light of updated guidance provided by the Department of Public Service, effective December 22, 2021 to June 30, 2022, utilities and municipalities subject to Public Service Law §§32, 89-b, 89-l, 91 and 216 and General Business Law §399-zzzzz (Chapter 106 of the Laws of 2021) have been directed to continue those customer protections previously afforded under the prior extension.

Accordingly, the Town of New Windsor Water Department must and will do the following for those customers affected:

1. From December 22, 2021 to June 30, 2022, the Town of New Windsor Water Department will not terminate or disconnect water service, or place, sell or enforce any lien on the real property of a residential customer, a non-residential customer whose account serves residential premises, or a qualified small business customer (those with less than 25 employees) without providing notice of any such action at least 30 days prior to taking such action.
2. From December 22, 2021 to June 30, 2022, the Town of New Windsor Water Department will provide written notice on each billing statement regarding available customer protections, including the option to enter into a deferred payment agreement (DPA).

3. From December 22, 2021 to June 30, 2022, the Town of New Windsor Water Department will offer all applicable customers that have experienced a change in financial circumstances due to the COVID-19 pandemic, thereby affecting their ability to pay, the opportunity to self-certify such financial hardship and enter into a DPA, which will allow them to pay their past-due bills over time. No down payment will be required and no late fees or penalties will be assessed. Copies of the required self-certification form and DPA can be obtained online at [www.newwindsor-ny.gov/Officials-Departments/Water](http://www.newwindsor-ny.gov/Officials-Departments/Water) or picked up at the Water Department in Town Hall, 555 Union Ave., New Windsor, NY 12553.

These documents must be submitted to the Water Department in person at the address noted above, or mailed to the Water Department at the same address, faxed to the Water Department at (845) 420-6386, or emailed to the Water Department at [waterdepartment@newwindsor-ny.gov](mailto:waterdepartment@newwindsor-ny.gov)

4. If an eligible customer enters into or has an active DPA for which payments are being made in a timely manner, the arrears included in the DPA will not be considered “unpaid” and therefore shall not be the basis for disconnection, nor included in any lien, nor serve as the basis for any lien action.

If anyone needs further assistance or has additional questions regarding this updated notice, please call the Water Department during business hours (8:30 a.m. to 4:30 p.m.) at (845) 563-4627, or send an email to [waterdepartment@newwindsor-ny.gov](mailto:waterdepartment@newwindsor-ny.gov)

Please be advised, this law does not eliminate a customer’s obligation to pay accrued water charges. Entering into a DPA will temporarily prevent a lien from being filed against the affected property and provide additional time to pay accrued charges without incurring late fees, penalties or surcharges, but a customer’s obligation to pay the accrued charges reflected in the DPA shall remain.

Customers that do not request protection from service termination, disconnection or re-levying, or who do not enter into a DPA, will be subject to all enforcement and lien provisions authorized by state and local law.