

Town of Guilderland

ALBANY COUNTY, ROUTE 20
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Peter G. Barber
Supervisor

Tim McIntyre
Water Superintendent

March 3, 2022

Hon. Michelle L. Phillips
Secretary to the Commission
NYS Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Regarding: Matter No. 20-01676

Dear Secretary Phillips,

On behalf of the Town of Guilderland, the undersigned respectfully submits this letter in response to the "Notice of Updated Department of Public Service ("DPS") Guidance to Municipal Water Providers Relating to Service Disconnections, Liens, and Deferred Payment Agreements" issued December 17, 2021.

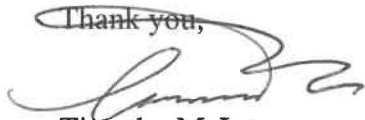
Under the said guidance, municipalities must update/amend any initial implementation plans filed with DPS in the above-referenced matter, upload the updates/amendments to DMM, and/or submit implementation plans, if not previously submitted. Accordingly, the Town of Guilderland respectfully offers its implementation plan, which is as follows:

- In accordance with DPS's December 17, 2021 guidance, the Town of Guilderland will resume the relevying of unpaid water bills that do not have an active, deferred payment agreement ("DPA") with the Town of Guilderland and for customers who have defaulted on active DPAs.
- The Town of Guilderland will provide at least 30 days written notice to any residential customer, a non-residential customer whose account serves residential premises, or qualified small business customer before any lien action on the part of the Town of Guilderland, and will proceed with such action per all state and local laws.
- The Town of Guilderland will provide to all water customers a revised notice detailing the protections discussed in the December 17, 2021 guidance, which notification will be sent along

with each regular water bill issued until June 30, 2022. A copy of the notice is attached to this letter.

- The Town of Guilderland will continue to make all reasonable efforts to contact customers financially affected by the COVID-19 state of emergency to offer financial assistance opportunities.
- Through June 30, 2022, the Town of Guilderland will continue to accept self-certification forms from residential and small business customers attesting that the customer has experienced a change in financial circumstances due to the COVID-19 state of emergency. The Town of Guilderland will continue to utilize these self-certifications as the basis for structuring or restructuring, as the case may be, DPAs that are fair, equitable, and consider the customer's financial circumstances.
- The Town of Guilderland is and will continue to maintain the data for the required reporting for May 11, 2021, through July 1, 2022, as detailed in previous DPS guidance.

Thank you,



Timothy McIntyre
Water Superintendent

Town of Guilderland

UTILITY MORATORIUM NOTICE

If you are a residential customer or a non-residential customer that serves residential premises, or a small business customer that has experienced a change in financial circumstances due to the COVID-19 pandemic, which has affected your ability to pay your water bill; the current Utility Moratorium will give you the ability to Self-Certify your financial hardship and enter into a Deferred Payment Agreement (DPA) with the Town of Guilderland. These agreements will allow you to pay your current water bill over time and avoid a lien on your 2023 Property Tax bill for any charges that you cannot pay. No down payment is required. No late fees or penalties will be assessed.

The required forms can be obtained at the Guilderland Tax Office; please stop by or call us at 518-356-1980. These forms must be returned to the Tax Office. Guilderland Town Hall (P.O. Box 339) 5209 Western Turnpike.

If you choose not to contact the Town of Guilderland to complete the required Self-Certification form and enter into a DPA, the Town of Guilderland will assume that you have not experienced a change in financial circumstances due to the COVID-19 state of emergency. As of August 1, 2022, any unpaid water bill will be subject to the enforcement and lien provisions authorized by State and local laws.

If you need further assistance regarding your ability to pay this water bill, please call the Guilderland Tax Office at 518-356-1980.

Thank you,

Guilderland Water District

Mailing Address:
Town of Guilderland
Attn: Tax Office
P.O. Box 339
Guilderland, NY 12084