



TOWN OF QUEENSBURY

742 Bay Road, Queensbury, NY. 12804-5902

www.queensbury.net / QbySupervisor@queensbury.net / (518) 761-8229

June 23, 2021

Michelle Phillips, Secretary
New York State Public Service Commission
3 Empire State Plaza
Albany, New York 12223

VIA EMAIL AND REGULAR MAIL

Re: Matter No.: 20-01676

Dear Secretary Phillips:

Please accept this letter as an Implementation Plan on behalf of the Town of Queensbury in response to the Notice of DPS Guidance issued on May 24, 2021 as it relates to the Public Service Law ("PSL") Amendments ("PSL Amendments") and General Business Law Amendments ("GBL Amendments"). Pursuant to the Guidance, the Town must file with DPS the Town's plan for implementation of the PSL and GBL Amendments. The Town's plan for implementation of the PSL and GLB Amendments is as follows:

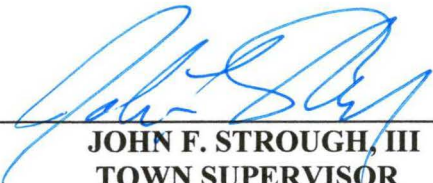
- The Town will review the PSL and GBL Amendments and follow the guidelines as outlined in the DPS Guidance document issued May 24, 2021.
- The Town will not terminate or disconnect any residential or small business municipal water for the nonpayment of bills, taxes or fees for the duration of the COVID-19 state disaster emergency, or until December 31, 2021, whichever is earlier.
- The Town will advise its Residential and Small Business Customers of the PSL and GBL Amendments and of the protections provided for in the PSL and GBL Amendments.
- The Town will accept Residential Customers' and Small Business Customers' self-certifications that the customer has experienced a change in financial circumstances due to the COVID-19 state of emergency.
- Those Residential Customers and Small Business Customers who sign the self-certification will not be disconnected or terminated for non-payment until after the disconnection protection period, which shall be 180 days from the date upon which the current COVID-19 state of emergency is terminated, or July 1, 2022, whichever is earlier.
- The Town's Residential Customers and Small Business Customers will be provided with the right to enter into a Deferred Payment Agreement to prevent future termination with no money down, no late fees or penalties.

"Home of Natural Beauty... A Good Place to Live"

To: Michelle Phillips, Secretary
Public Service Commission
June 23, 2021
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- The Town has included a copy of the Town's Notice pursuant to PSL §§89-1 (5), 89-b(10), and 32(8) that will be sent to our Residential and Small Business Customers.
- The Town will file a final report with DPS within thirty (30) days of the expiration of the PSL and GBL Amendments.

Very truly yours,



JOHN F. STROUGH, III
TOWN SUPERVISOR

JFS:pah
Encls.

c: Town Board
Caroline H. Barber, Town Clerk
Chris Harrington, P.E., Town Wastewater Director/Water Superintendent
Robert H. Hafner, Esq., Town Counsel

Strough to Public Service Commission – June 2021

Public Water Service Provider Contact Form



Department of Public Service

Instructions: State law prohibits public water service providers from disconnecting residential and small business customers during the COVID-19 State Disaster Declaration now in effect. The Department of Public Service is charged with enforcing the law and investigating customer complaints about shutoffs for nonpayment and other protections provided by the law. In order for us to work with you to resolve customer complaints, please provide contact information for your organization. All public water service providers must complete this form and submit it to the Department of Public Service.

Certain customers may be eligible for an additional 180 days of protections after the COVID-19 State Disaster Declaration ends. The shutoff moratorium applies to potable water service provided by municipalities and public authorities (but not sewer or stormwater) and may affect a municipality's authority to re-levy water rents. For more information, go to www.dps.ny.gov, click "search", and enter 20-01676 in the search field.

If you have any questions about the shutoff moratorium or your responsibilities as a water service provider, please contact the Department of Public Service at utility.moratorium@dps.ny.gov. In the absence of communication from you, the Department will assume your organization is aware of its responsibilities.

Completed forms should be e-mailed to utility.moratorium@dps.ny.gov by June 15, 2021.

Provider type: ☐ County ☒ Town ☐ City ☐ Village ☐ Public Authority

Provider name: Town of Queensbury
(include name of municipality and the department or agency responsible for water service, if applicable)

Mayor or Department/Agency head:

Name & Title: John F. Strough III Town Supervisor
Mail address: 742 Bay Rd Qby NY 12804
Email: qby.supervisor@queensbury.net
Phone: 518 761 8229 Fax: 798-8359

Primary customer service contact:

Name & Title: Laura King Accounting Supervisor
Mail address: 823 Corinth Rd Qby NY 12804
Email: laurak@queensbury.net
Phone: 518 745 5582 Fax: 518 798 3320

Secondary customer service contact (if applicable):

Name & Title: Andre Thibodeau Principal Account Clerk
Mail address: 823 Corinth Rd
Email: AndreT@queensbury.net
Phone: 518 793 8866 Fax: 518 798 3320

Have you received the Department of Public Service guidance on the shutoff moratorium?

Date: 6/23/21

Town of Queensbury Water and Wastewater Department

NOTICE TO RESIDENTIAL AND SMALL BUSINESS WATER AND WASTEWATER CUSTOMERS

Moratorium on Water and Wastewater Service Termination, Moratorium on Water and Wastewater Relevy, and Opportunity for Deferred Payment Agreements

On May 11, 2021 Governor Cuomo signed into law amendments to the Public Service Law that prevent municipalities and public utilities from terminating water service provided to residents and qualifying small businesses for non-payment during the COVID-19 state of emergency. Additionally, the amendments prevent municipalities from relevying previously accrued water and/or wastewater charges on or after May 11, 2021 until either the end of the COVID-19 state of emergency or December 31, 2021, whichever is earlier.

Please be advised that service termination and relevying past due water and/or wastewater charges is prohibited for an additional 180 days after either the COVID-19 state of emergency expires or December 31, 2021, whichever is earlier, for those residential and qualifying small business customers who have experienced a change in financial circumstances due to the COVID-19 state of emergency.

If you are a resident or small business that has experienced a change in financial circumstances due to the COVID-19 state of emergency and would like to request relief from service termination and relevying during the 180 days after the COVID-19 state of emergency expires, you must contact the Town Water Department.

Please be further advised that the law **does not eliminate a customer's obligation to pay accrued charges**. However, customers who have experienced a change in financial circumstances due to the COVID-19 state of emergency must be provided with the opportunity to enter into a deferred payment agreement without the imposition of deposits, late fees, or penalties.

If you are a residential or small business customer who has experienced such a change in financial circumstances and wish to enter into a deferred payment agreement to address any outstanding or accrued payments, you must contact the Town Water and Wastewater Department. Additional information and supporting documentation from customers seeking to enter into a deferred payment agreement may be required.

Customers that do not request protection from service termination, or relevying, or do not enter into a deferred payment agreement, will be subject to the enforcement and lien provisions authorized by State and local law upon the expiration of the Public Service Law's protections.

SELF-CERTIFICATION FOR RESIDENTIAL CUSTOMER

Name of Residential Customer:

Address:

Account #:

By signing below, I attest that due to the COVID-19 state of emergency, which began on or after March 7, 2020, I have experienced a change in financial circumstances and that the information provided is complete and accurate:

Signature: _____

Print Name: _____

Date: _____

SELF-CERTIFICATION FOR SMALL BUSINESS

Name of Business:

Address:

Account #:

By signing below, I attest that due to the COVID-19 state of emergency, which began on or after March 7, 2020, the business that I own or am an officer of, had a change in financial circumstance,

I attest that my small business currently has twenty-five (25) or fewer employees;

I attest that my small business is not a publicly held company, or a subsidiary thereof;

I attest that the business is not a seasonal, short-term, or temporary customer;

I attest that the information provided herein is complete and accurate.

Signature: _____

Print Name: _____

Date: _____