



## NYCRR Title 16A § 11.17 Public Service – Notification Requirement

### **Consumer Rights as a Village of Churchville Electric Customer**

Please find below a summary of your rights and obligations under HEFPA (Home Energy Fair Practices Act). More detailed information may be accessed at: [www.dps.ny.gov/hefpa](http://www.dps.ny.gov/hefpa)

We have the responsibility to supply electricity in a reliable manner, and you have a responsibility to pay utility bills promptly. Contact our office at 585-293-3720 if you have any complaints, questions or problems about your service. Office hours are 8:30 a.m. to 4:00 p.m. Monday thru Friday. Summer hours are 8:00am to 4:00pm Monday-Thursday and 8:00am to 1:00pm Friday. After business hours, please leave a message for our office staff. They will return a call during normal business hours. For electric emergencies please call 585-746-8025.

Bills are issued on the 1<sup>st</sup> of every month. Bills paid after the 20<sup>th</sup> of each month will be considered overdue and the electric portion will be assessed a 1.5% late payment fee. Bills may be paid in the following ways:

- In person at the Village Office located at 23 E Buffalo Street during usual business hours
- Leaving your payment in the drop box located in front of the Village Office main entry doors
- Through the US mail addressed to Village of Churchville, PO Box 613, Churchville, NY 14428
- Over the telephone or at the Village Office using a MasterCard, Visa or a Discover card. Our third party credit card payment processing company charges a convenience fee of 2.65% or a \$3.00 minimum (whichever is more) to cardholders who use this service.
- Through automatic preauthorized withdrawal from your account. Form available at the Village office or on our website at [www.churchville.net](http://www.churchville.net) (see Forms and Applications tab; Utilities; ACH agreement form). This program sets the bank account of your choice to be debited for the amount of the monthly bill on the 15th day of the month.

If a deposit is required when you open a residential account, it is based on an amount up to two times the average monthly billing for the address. Deposits accrue interest annually at a rate consistent with the recommendation of the NYS Public Service Commission (PSC) directives.

We may disconnect your service for nonpayment. We must send you a Final Termination Notice which will provide you with 15 more days to pay the bill or complete a deferred payment arrangement. We will reconnect your service within 24 hours if the amount is paid or an agreement is signed with a down payment as the tariff allows. Any customer may designate a third party to receive copies of a Final Termination Notice. You must voluntarily inform us if you want to designate a third party.

There are Cold Weather Protections and Special Protections for certain customers such as the elderly, blind, disabled, undergoing a medical emergency, receiving public assistance. Please inform our office if any of these circumstances apply to you.

**Base Rate** - Your base rate covers a portion of the cost of hydropower and all other costs that are associated with running the electric department. It does not include all of the costs of the delivering of the hydropower to the Village. Our current base rates have been approved by the New York State Public Service Commission and are listed in the table below. The base rate can only be changed by the Village applying to the New York State Public Service Commission and receiving their approval.

Service Classification No. 1 – Residential		Service Classification No. 2 – Commercial	
Customer Charge	<b>\$2.93</b>	Customer Charge	<b>\$2.93</b>
Non-winter Rate, per kilowatt hour (May-Oct)	<b>.0458</b>	Non-winter Rate, per kilowatt hour (May-Oct)	<b>.0622</b>
Winter Rate, per kilowatt hour (Nov-April)		Winter Rate, per kilowatt hour (Nov-April)	<b>.0775</b>
First 1000 kilowatt hours	<b>.0458</b>	Service Classification No. 3 – Demand Commercial	
Above 1000 kilowatt hours	<b>.0718</b>	Demand Charge (per KW)	<b>\$8.01</b>
		Energy Charge, per kilowatt hour	<b>.0326</b>
Reconnect (8:30 AM to 3:30 PM)	<b>\$50.00</b>	Reconnect (After 3:30 PM)	<b>\$150.00</b>

**Purchased Power Adjustment (PPA)** – We are often asked what this charge is on your electric bill. The Village is billed each month for the kilowatt hours sold, demand and wheeling/transmission charges (the cost of delivering power to the Village). The Village receives its power from two sources. The first source is hydro power from the New York Power Authority’s Niagara Project. We have been allotted an amount of energy that we can receive from this source. If we exceed this, we purchase the balance (the second source, known as incremental power) through a joint action agency that the Village participates with other municipal electric systems, the New York Municipal Power Agency. This source of power is more expensive than the hydro power. The Village often exceeds the hydro allotment during the cold winter months and the hot summer months.

**Clean Energy Standard (CES):** This is an additional charge that is calculated on all electric invoices for the Clean Energy Standard. All utilities are required to procure a quantity of Renewable Energy Credits (RECs). This is part of New York State’s initiative to support new renewable generation resources. Our charge is based on a percentage of our load, and that percentage will increase over five years, then be reevaluated every three years thereafter. The Clean Energy Standard also requires us to purchase Zero-Emissions Credits (ZECs) from NYS Energy Research & Development Authority (NYSERDA). The ZECs preserve attributes that the PSC has determined are essential to the State and its near-term clean energy goals making sure that the state’s nuclear plants remain functioning. The ultimate goal of the Clean Energy Standard is to cut emissions in half by the year 2030. Municipal Electric systems are being held to the same requirement of the Clean Energy Standard as the investor owned utilities.

**Budget Program:** The Village of Churchville is pleased to offer a budget program. If this is of interest to you and you have received electric bills for at least one year as a Churchville Municipal Electric customer, please contact the Village Office billing department about this program at 585-293-3720 extension 117.

**Energy Efficiency:** Conservation of Energy within the Village of Churchville is a priority. Most recently our efficiency goals have been supported by:

- LED Streetlights
- Energy Efficiency Appliance Rebates
- Refrigerator Monster Rebates
- Energy Monitoring kits
- Infrared scans for residential heat loss

The Village of Churchville partners with the Independent Energy Efficiency Program along with 34 other municipal systems in researching and implementing energy efficiency programs.