

VILLAGE OF ARCADE
ELECTRIC CUSTOMERS
NYCRR Title 16A PUBLIC SERVICE
October 2021
Notification Requirements

Below is a summary of your rights and obligations under HEFPA (Home Energy Fair Practices Act). More detailed information may be accessed at: http://www.dps.ny.gov/HEFPA_Brochure_12-08.pdf.

The Village of Arcade Electric Department has the responsibility to supply electricity in a safe and reliable manner, and you have a responsibility to pay your bill promptly. Payments may be paid in person, mailed to our office, deposited in the drop box at the office entrance, by bank draft or charged by phone (see information on your bill).

Please note, if you have experienced a change in financial circumstances due to the COVID-19 state of emergency, please contact our office so that we can discuss additional resources that may be available to you.

Our Average Monthly Payment plan allows customers to average their utility costs over twelve (12) months. Customers make a fixed payment each month so they know how to plan their budget. The enrollment period is April through August.

Bills paid 23 days after mailing will be considered overdue and will be assessed a 1.5% late payment. 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 may disconnect service for nonpayment. We will reconnect service within 24 hours if the overdue amount and reconnect fee is paid or an arrangement is signed and a down payment is paid. Any customer may designate a third party to receive copies of a Final Termination Notice.

If a deposit is required on an overdue residential account, it is based on two times the average monthly winter billing. Deposits are held for one year and with 12 consecutive on time payments, credited to your account with interest. If your payments are not on time, we will hold the deposit until 12 consecutive monthly on time payments are made.

There are Cold Weather Protections and Special Protections for certain customers such as the elderly, blind and disabled. You must voluntarily inform us so we can provide you with the proper forms to be completed.

We are required to collect additional money to obtain Renewable Energy Credits (RECs) and Zero Emission Credits (ZECs). The money collected for the RECs will be paid to owners of qualified renewable energy facilities and the money collected for the ZECs will be paid to the owners of certain nuclear power plants.

The following Energy Saving practices will help you reduce your bill:

Replace lights with LED light bulbs and turn off lights when not in use-**pick up your free LED bulb at the Village Office** while supplies last.

Wash your clothes in cold water and keep your dryer filter clean.

Repair leaky faucets to save on your electric hot water heating.

When buying Energy Star appliances, heat pumps or windows, please call our office about the **IEEP Rebate Program**.

Visit our website www.villageofarcade.org and follow us on Facebook for updates and other information about the Village.

Please contact our office at 585-492-1111 or stop in if you have any problems, complaints or questions about your service. Office hours are 7:00 am to 4:00 pm Monday thru Friday. After business hours, we have an answering service so you can leave a message for our office staff. We will return a call during normal business hours. For electrical emergencies, call the office at 585-492-1111 or 911.

For complaints that cannot be resolved with the Village, you may contact the New York Department of Public Service (DPS) as follows: Website: www.dps.ny.gov/complaints; Phone: DPS HOTLINE at 1-800-342-3355(M-T 7:30a - 7:30p, F 7:30a to 7:00p); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 2223

Fuel Sources and Air Emission to Generate Your Electricity for
New York Municipal Power Agency- Villages of Arcade and
Salamanca - 2019
January 1, 2019— December 31, 2019



NYISO ID: AR/ARS

Fuel Sources	
Biomass	0%
Coal	0%
Hydroelectric	78%
Natural Gas	0%
Nuclear	22%
Oil	0%
Renewable Biogas	0%
Solar	0%
Solid Waste	0%
Wind	<1%
Total	100%

(Total may vary slightly from 100% due to rounding)

