



THIS IS A FINAL TERMINATION NOTICE.

Your immediate attention is required prior to the shut off date noted below or your service will be shut off for nonpayment. Bring this notice to the attention of NYSEG when paying.

December 17, 2024

Account number: 1001-2305-693

Dear Customer:

Your electricity service at 71 TONJES RD, CALLICOON NY 12723 will be shut off **after** Jan 02, 2025 because we have not received payment for the overdue amount of \$500.31. If you have since made this payment, thank you.

To Avoid Termination of Service:

- The above amount must be paid and posted to your account in full prior to the shut off date noted above or
- Contact NYSEG at **888.315.1755**, Monday through Friday, 7 a.m. to 7 p.m. to discuss possible payment arrangements.

You will continue to receive monthly bills with additional charges that are due according to the due date indicated on the bill. Any future bill must be paid in full **in addition** to the amount owed on this notice.

Please return bottom portion with your payment. Make checks payable to NYSEG.



|||||  
NYSEG  
P.O. BOX 847812  
BOSTON, MA 02284-7812

Account Number
10012305693
Shut Off After
01/02/25
Overdue
\$500.31

MB 01 003341 31100 H 12 A



CLAUDE SIMON  
534 W 42ND ST APT 8  
NEW YORK NY 10036-6221

Please do not write below this line.

501001230569300000500310000050031

### Methods to Pay:

- **Pay with a bank account** - Make a payment anytime at [nyseg.com/PayOnline](http://nyseg.com/PayOnline), through our **Mobile App** or by calling our fully automated services line at **800.600.2275**. ***There is no charge for this service.***
- **Pay with a credit or debit card** - Visa, MasterCard and Discover are accepted online at [nyseg.com/PayOnline](http://nyseg.com/PayOnline), through our **Mobile App** or by calling **888.315.1755**, Monday through Friday, 7 a.m. to 7 p.m. ***There is no charge for this service.***
- **In person** - Make a payment at one of our pay agents (supermarkets and other businesses) or office locations. Visit [nyseg.com/PayInPerson](http://nyseg.com/PayInPerson) to learn more. ***There is no charge for this service at approved pay agents.***
- **By mail** - Using the enclosed envelope, send us a check or money order. Be sure to mail full payment in a timely manner so that it posts to your NYSEG account before the shutoff date.

### Pay your future NYSEG bills your way:

- **AutoPay** - Avoid termination notices, save time, money and never pay a late fee by enrolling in AutoPay. Complete the form enclosed or visit us online at [nyseg.com/AutoPay](http://nyseg.com/AutoPay). Once enrolled, we'll deduct the amount due from your bank account. ***There is no charge for this service.***
- **eBill** - Schedule a single or automatic payment and view up to 13 months of eBills. Visit [nyseg.com/eBill](http://nyseg.com/eBill) for more information. ***There is no charge for this service.***

For your convenience, sign up now for AutoPay. Send back the completed form with your payment using the enclosed envelope or visit [nyseg.com/AutoPay](http://nyseg.com/AutoPay) to enroll online.

#### Mailing Address Changes

Please mark with an "X" for address and telephone changes.

Street: \_\_\_\_\_  
Apt: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Home Phone: \_\_\_\_\_  
Alternate Phone: \_\_\_\_\_

#### Autopay

To sign up for Autopay, where we deduct your bill amount from your checking account 23 days after we mail your bill, please mark with an "X" and provide the following:

Name: \_\_\_\_\_  
(as it appears on bank statement)  
9-Digit Routing Number: \_\_\_\_\_  
Bank Account Number: \_\_\_\_\_  
Name of Bank: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For program terms and details, visit [nyseg.com/AutoPay](http://nyseg.com/AutoPay)

Please do not write below this line.



## Summary of Your Rights and Responsibilities

**Service Termination:** Your service will not be shut off before the scheduled disconnection date. We also cannot disconnect on Fridays, Saturdays, Sundays, holidays, the day before a holiday, during evening hours, or during a two-week period around Christmas and New Year's.

**Reconnection of Service:** If your service is shut off, we will turn it back on within 24 hours after you pay the overdue bills or sign a payment agreement. You may later be required to pay a deposit or reconnection fee or both. However, you would be entitled to a payment agreement for these also. If you have a legacy electric meter your breakers must be off or fuses pulled, prior to your service reconnection. If you have a smart electric meter and your service is able to be reconnected remotely, appliances that may have been left on will resume operation once the service is turned on. For your safety, we always recommend that the main breaker is turned off or fuses pulled prior to any reconnection of electric service.

**Payment Agreements:** If you can't pay the amount you owe in full, please contact us at **888.315.1755**, Monday through Friday, 7 a.m. to 7 p.m. so we can try to work out a payment agreement you can afford. You may also want to consider our Budget Billing service which evens out monthly payments throughout the year. You may choose to enroll in this service when you sign the payment agreement.

**Billing Disputes:** If you believe your bill is incorrect, please contact us at **800.572.1111**, Monday through Friday, 7 a.m. to 7 p.m. While we investigate your billing dispute, your service will remain on as long as you pay the undisputed amount. If you are not satisfied after speaking with a customer representative, please ask to speak to a supervisor. If after speaking with a supervisor you are still not satisfied, you may ask the New York State Public Service Commission (PSC) to review your billing dispute by visiting **[dps.ny.gov/complaints](https://dps.ny.gov/complaints)** or by calling **800.342.3377**, 8:30 a.m. to 4:00 p.m. on business days. You can write to them at New York State Public Service Commission, 3 Empire State Plaza, Albany, NY 12223.

**PSC Emergency Hotline:** If your service has been, or is about to be shut off, you can call the PSC's toll-free hotline for assistance at **800.342.3355**, on business days from, 7:30 a.m. to 7:30 p.m.

**Special Protections:** Contact NYSEG immediately at **800.572.1111**, Monday through Friday, 7 a.m. to 7 p.m. if any of the following apply. **Medical emergencies** - if a medical doctor certifies that a medical emergency exists or you require life support equipment, we must continue service for at least 30 days. **Elderly, blind, disabled** - if everyone in your household is 62 years of age or older, 18 years of age or younger, or blind or disabled and we are unable to work out a payment agreement, we will contact the Department of Social Services and continue service for 15 business days while your situation is reviewed. **If lack of heat-related service is likely to cause a serious health or safety problem**, we will refer your case to Social Services and continue service during Social Services' review. **Public Assistance and SSI** - if you receive Public Assistance or SSI benefits, you may be able to prevent having your service shut off by contacting both NYSEG and Social Services.

**You May Be Able To Get Help To Pay This Bill**

The Home Energy Assistance Program (HEAP) is a federal grant program that helps income eligible households pay for energy bills, repairs and weatherization.

**There are two types of HEAP grants:**

- **Regular HEAP grant:** Income eligible customers may receive one regular HEAP benefit per season.
- **Emergency HEAP grant:** In addition to regular HEAP, customers may also be eligible for emergency HEAP benefits.

To be eligible for a 2024-2025 HEAP grant, you must meet the income guidelines below for your family size:

Household Size	Regular/Emergency HEAP Monthly Income (gross)
1	\$3,322
2	\$4,345
3	\$5,367
4	\$6,390
5	\$7,412
6	\$8,434
7	\$8,626
8	\$8,818
9	\$9,010
10	\$9,201
11	\$9,393
12	\$9,585
13	\$9,952

Each Additional Person: Add \$672

**Note:** A household may also be income-eligible for HEAP if the household receives Temporary Assistance, Food Stamps or SSI benefits.

**When is HEAP available:**

- Contact your Department of Social Services for the availability of HEAP grants.
- Visit [www.mybenefits.ny.gov/](http://www.mybenefits.ny.gov/)

**How to apply for HEAP:**

- At your county's Department of Social Services.
- If you are over 60, you may also apply at your county's Office for the Aging.

**HEAP ends when funding runs out.**