



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.

March 06, 2024

Account number: 1001-2305-693

Dear Customer:

Your electricity service at 71 TONJES RD, CALLICOON NY 12723 will be shut off **after** March 22, 2024 because we have not received payment for the overdue amount of \$251.29. 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 or
- Contact NYSEG at 1.888.315.1755, 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 bills 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

MB 01 002672 96347 H 8 C

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

Account Number
10012305693
Shut Off After
03/22/24
Overdue
\$251.29

Please do not write below this line.

301001230569300000251290000025129

Methods to Pay:

- **Pay with a checking account** - need to get money to us fast? Make an electronic check payment anytime using our e-Payment service at nyseg.com, through our **Mobile App** or by calling our fully automated services line at **1.800.600.2275**; 24 hours a day - 7 days a week. ***There is no charge for this service.***
- **Pay with a credit or debit card** - Visa, MasterCard and Discover are accepted. Pay online at nyseg.com or by calling **1.888.315.1755**, Monday through Friday, 7 a.m. to 7 p.m. ***There is no charge for this service.***
- **In person** - at one of our pay agents (supermarkets and other businesses) or office locations; visit us at nyseg.com to learn more. ***There is no charge for this service at approved pay agents.***
- **By mail** - using the enclosed envelope, send NYSEG a check or money order; be sure to mail full payment in a timely manner so that it posts to your NYSEG account.

Pay your future NYSEG bills your way:

- **AutoPay** - avoid termination notices; save time, money and never pay a late fee by enrolling; complete the form enclosed or visit us online at nyseg.com; once enrolled, we'll deduct the amount due from your checking account. ***There is no charge for this service.***
- **eBill** - schedule a single or automatic payment and view up to 13 months of billing history; visit us at nyseg.com 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 us at nyseg.com.

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

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 if 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.

Payment Agreements: If you can't pay the amount you owe in full, please contact us at 1.888.315.1755, 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 wish to consider our Budget Billing service which evens out monthly payments throughout the year. If you wish, you can enroll in this service when you sign the payment agreement.

Billing Disputes: If you believe your bill is incorrect, please contact a NYSEG customer representative at 1.800.572.1111, 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 www.dps.ny.gov/complaints or by calling 1.800.342.3377, 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 also call the PSC's toll-free hotline for assistance at 1.800.342.3355, on business days, 7:30 a.m. to 7:30 p.m.

Special Protections: Contact NYSEG immediately at 1.800.572.1111, 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 2023-2024 HEAP grant, you must meet the income guidelines below for your family size:

Household Size	Regular/Emergency HEAP Monthly Income (gross)
1	\$3,035
2	\$3,970
3	\$4,904
4	\$5,838
5	\$6,772
6	\$7,706
7	\$7,881
8	\$8,056
9	\$8,231
10	\$8,407
11	\$8,582
12	\$8,890
13	\$9,532

Each Additional Person: Add \$642

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

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.