

## **Summary of Your Rights & Responsibilities**

**Service termination:** Your service will not be turned 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 turned off, we will turn it back on within 24 hours if you pay the overdue bills or sign an installment payment agreement. You may later have to pay a deposit or reconnection fee, or both. However, you would be entitled to a payment plan for these also.

**Payment plans:** Either pay the amount you owe in full, or contact us so we can try to work out an installment payment agreement you can afford.

**Emergency HOTLINE:** If your service has been, or is about to be, shut off you can call the PSC's toll free HOTLINE 1-800-342-3355 for help. It is staffed from 7:30 a.m. to 7:30 p.m. on business days.

**SPECIAL PROTECTIONS:** Contact us immediately if any of the following apply:

**Medical emergencies –** If a medical doctor certifies that a medical emergency exists or that you require life support equipment, we must continue service for at least 30 days.

**Elderly, blind, disabled –** If everyone in your household is 62 or older, 18 or younger, or blind, or disabled and we are unable to work out a payment plan, we will contact the Department of Social Service.

**Heat-related service in winter –** If between November 1 and April 15 the loss 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 a shutoff by contacting both us and Social Services.