

Trouble Paying Your Bill?

If you are experiencing difficulties paying your electric bills or have received notice of disconnect due to lack of payment, please contact the Village Office at (585) 352-4771. A payment plan may be available to help you.

New York State provides assistance in the form of the *Home Energy Assistance Program (HEAP)*, which helps low-income people pay the cost of heating their homes. If you are eligible, you may receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if you are in danger of running out of fuel or having your utility service shut off.

Disconnection is regulated and monitored by the New York State Public Service Commission. The PSC's consumer website provides a plain-language explanation of the Home Energy Fair Practices Act (HEFPA). www.dps.ny.gov/HEFPA_Brochure_12-08.pdf

Electric Customer Complaints

For consumer complaints that cannot be resolved with the Village, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows: Website: www.dps.ny.gov/complaints; Phone: DPS Helpline at 1-800-342-3355 (M-t 7:30am-7:30pm, F 7:30am-7pm); or Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223