

SUMMARY OF YOUR RIGHTS AND RESPONSIBILITIES

Emergency Hotline: If your service has been, or is about to be shut off, contact the Green Island Power Authority at (518) 273-2201.

Service Termination: Your service will not be turned off before the scheduled disconnection date. We also cannot disconnect on Friday, Saturday, Sundays, Holidays, the day before a holiday, during evening hours, or during a two-week period around Christmas and New Years.

Restoring Service: If your service is turned off, we will turn it back on within 24 hours after you pay the overdue bill, or sign an installment payment agreement. You may also have to pay a reconnection fee and/or a deposit. Installment plans are also available for deposits.

Payment Plans: If you cannot pay the amount you owe in full, please contact us so we can try to work out an installment payment agreement you can afford. We encourage you to consider our budget payment plan, which evens out monthly payments throughout the year. If you wish, you can go on the plan when you sign the payment agreement.

Billing Disputes: If you believe your bill is wrong, please contact us. Your service will not be turned off while we investigate your bill, as long as you pay the amount that is not in dispute. If you disagree with our explanation, you may ask the NYS Public Service Commission (PSC) to review your billing dispute by calling 1-800-342-3377 TOLL-FREE.

PSC Hotline: If your service has been, or is about to be turned off, please contact the Green Island Power Authority for assistance. If we are unable to help, you may also call the PSC hotline at 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 in writing, that a medical emergency exists or that you require life support equipment, we must continue service for 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 Services and continue service for 15 business days, while your situation is reviewed.

Heat-Related Service In Winter: If between November 1st and April 15th, the loss of heat-related services is likely to cause serious health or safety problems, we will refer your case to Social Services and continue service during the Social Services review.

Public Assistance and SSI- If you receive public assistance or SSI benefits, you may be able to prevent shut-off by contacting both the Green Island Power Authority and Social Services.