

VILLAGE OF MORRISVILLE
WATER & LIGHT DEPARTMENT
857 ELMORE STREET
MORRISVILLE, VT 05661-8408
(802) 888-3348

[REDACTED]

[REDACTED]

LAKE ELMORE, VT 05657-0095

Statement Date: 10/15/2020
Account Number: 16047400-00
Total Delinquent Amount: \$51.00
Total Electric Balance: \$100.00
Remaining Deposit Required: \$0.00

ELECTRIC DELINQUENT NOTICE

Service Address: [REDACTED] RES

Please read this entire notice very carefully. It tells you what you can do to avoid disconnection of your electric service.

If there is anything you do not understand, please contact our office at (802) 888-3348 Monday through Friday (except Holidays) between the hours of 7:30 AM and 4:00 PM.

This is a notice that your electric service will be disconnected on 11/11/11, 22/22/22, 33/33/33, 44/44/44, 55/55/55, 66/66/66, 77/77/77, 88/88/88, or 99/99/99 between the hours of 8:00 AM and 2:00 PM.

PAYMENT MUST BE RECEIVED BY 4:00 PM ON 00/00/00.

Please see the reverse side of this notice for details on how to avoid disconnection of your electric service.

The Vermont COVID-19 Arrearage Assistance Program (VCAAP) may be applied for online at <https://publicservice.vermont.gov/> or at Capstone Community Action (802) 888-7993 or 1-800-639-1053. Ratepayers who have submitted a complete application and are awaiting a determination or have been approved and the funds have not been disbursed are exempt from disconnection.

REMITTANCE STUB - RETURN THIS PORTION WITH YOUR PAYMENT

FROM:

[REDACTED]

[REDACTED]

LAKE ELMORE, VT 05657-0095

STATEMENT DATE: 10/15/2020
ACCOUNT NUMBER: 16047400-00
TOTAL DELINQUENT AMOUNT: \$51.00
TOTAL ELECTRIC BALANCE: \$100.00
AMOUNT ENCLOSED: \$ _____

ELECTRIC DELINQUENT NOTICE
PLEASE READ THIS ENTIRE NOTICE VERY CAREFULLY.
IT TELLS YOU WHAT YOU CAN DO TO AVOID DISCONNECTION OF
YOUR ELECTRIC SERVICE.

YOUR ACCOUNT IS OVERDUE. Your service will be disconnected unless you do one of the following things before the due date on the reverse side of this notice:

1. Pay your Delinquent Amount on the reverse side in full. Payment may be made with cash, check, Visa, MasterCard, or Discover. You may make a payment by telephone if using Visa, MasterCard or Discover, or online at <https://myaccount.mwlv.com/eCARE/login.asp>, or;
2. Make an agreement with us to pay the amount past due over a period of time. If after discussing a plan we are unable to reach a satisfactory arrangement, you may contact the Consumer Affairs & Public Information Division of the Vermont Department of Public Service at 1-800-622-4496 (toll free) or 802-828-2332, for the deaf or speaking impaired 1-800-734-8390 (TDD/TTY), 120 State Street, Montpelier, Vermont 05602, Monday thru Friday, except holidays, between the hours of 8:00 a.m. and 4:30 p.m. The Consumer Affairs & Public Information Division can give you advice and assist you in conducting further negotiations. They also can give you information on how to submit a dispute to the Public Utility Commission, or;
3. If you deny that your account is overdue by more than \$50.00, submit the dispute to the Public Utility Commission and obtain a Public Utility Commission order prohibiting disconnection, or;
4. Advise us that, within 7 days, you will present a statement from a duly licensed physician certifying that disconnection or failure to reconnect will result in an immediate and serious health hazard to you or others living in the household. The use of the certificate for disconnection and reconnection is limited to two consecutive 30-day periods and shall not exceed three 30-day periods in any calendar year, except upon written order of the Public Utility Commission.

If you do none of the above, your service will be disconnected between the hours of 8:00 AM and 2:00 PM on any one of the dates listed on the reverse side of this notice.

Service to households with any members aged 62 or older shall not be disconnected between November 1 and March 31, if outdoor temperatures are forecasted to fall below 32 degrees Fahrenheit during a 48 hour period beginning at the anticipated time of disconnection, provided that the member furnished **ADVANCED WRITTEN NOTICE** to Morrisville Water and Light that the household qualifies and furnishes reasonable proof of such qualifications.

If you need financial assistance in paying your bill, it may be possible for you to get some assistance. The programs are administered by the Economic Service Division which may be contacted as follows:

Capstone Community Action
250 Industrial Park Drive
Morrisville, VT 05661
802-888-7993 or 800-639-8710

If you have any questions, or wish to discuss an extended repayment plan, please call our Business Office at 802-888-3348, Monday through Friday (except Holidays) between 7:30 AM and 4:00 PM. Phone calls from within Vermont may be made collect.

In the event that this notice is not honored by the payment date you will be charged the following fees:

A collection fee of \$30.00 if we visit your residence to collect.

You will be assessed the following charges if your electric service is disconnected:

- a. Disconnection fee of \$30.00.
- b. Reconnection fee of \$30.00, (\$150.00 in overtime).
- c. You may be required to pay a security deposit at the time of reconnection, which is based on two twelfths of an annual estimated bill.

Each of the above charges shall be due on the presentation of the next bill.

**TO AVOID ELECTRIC SERVICE INTERRUPTION
PLEASE DO NOT DISREGARD THIS NOTICE.**