

DATE: «Notice_Date»

VILLAGE OF HYDE PARK

ELECTRIC DEPARTMENT

P. O. Box 400
Hyde Park, Vermont 05655-0400
Phone: 802-888-2310

DISCONNECT NOTICE

ACCOUNT NO. «Acct_Number»

«Name»
«In_Care_Of»
«Mailing_Address»
«City_and_State» «Zip_Code»

DELINQUENT AMOUNT DUE «Past_Due»

PLEASE DETACH TOP PART OF THIS NOTICE AND RETURN WITH YOUR PAYMENT

IF YOU WISH TO HAVE YOUR ELECTRIC SERVICE CONTINUED, READ THIS NOTICE COMPLETELY. DO NOT DISREGARD THIS NOTICE!

PLEASE SEE THE OTHER SIDE OF THIS NOTICE FOR MORE INFORMATION

WARNING: THIS IS A NOTICE THAT YOUR ELECTRIC SERVICE IS ABOUT TO BE DISCONTINUED.

PLEASE READ THIS ENTIRE NOTICE. IT TELLS YOU WHAT YOU CAN DO TO AVOID DISCONNECTION.

IF THERE IS ANYTHING THAT YOU DO NOT UNDERSTAND, CALL THE VILLAGE OF HYDE PARK ELECTRIC DEPT. AT 888-2310.

YOUR ACCOUNT WITH US IS OVERDUE. YOUR SERVICE WILL BE DISCONTINUED UNLESS you do one of the following things on or before

- a. Pay your bill in full; OR
- b. Make an agreement with us to pay the amount past due over a period of time. We will negotiate a reasonable agreement with you to pay the past due amount, BUT you must contact this office to negotiate such arrangements; OR
- c. If a member of your household is 62 years of age or older, notify this office immediately because if the temperature is forecasted to drop below 32°F you may be eligible for a waiver; OR
- d. Advise us that you will, no more than seven days later, present to us a statement from a doctor certifying that a disconnection will result in an immediate and serious health hazard to you or another person now living in your household. A physicians certificate is valid for thirty (30) days, or the duration of the hazard, whichever is less. Use of a physicians certificate to prevent disconnection or to cause reconnection is limited to two (2) consecutive thirty (30) day periods and shall not exceed three (3) thirty (30) day periods in any calendar year, except upon written order of the public service board; OR
- e. If you deny that your account is overdue by more than \$50.00 submit the dispute to the Public Service Board and obtain a Public Service Board order prohibiting disconnection.

«Disconnect_Date»

If you do none of the above your service will be disconnected on 00/00/2020 between the hours of 8:00 A.M. and 2:00 P.M. or between the same times on any of the following dates:

00/00/2020, 00/00/2020, OR 00/00/2020

Vermont COVID-19 Arrearage Assistance Program (VCAAP)

Eligible Vermont utility customers can get help with unpaid past due balances that put your account at risk for disconnection. The past due balance must be more than 60 days old for service provided after March 1, 2020.

Apply for help now at <https://publicservice.vermont.gov/>

If you have submitted a complete application and are awaiting a determination or have been approved and the funds have not been disbursed you are exempt from disconnection

Telecommunications services are available for the hearing impaired. **The Vermont Telecommunications Relay Service (VTRS)** -- a telecommunications relay service for those calling or receiving a call from a **TDD/TTY** machine (Telecommunications Device for the Deaf).

To reach the VTRS, the following numbers may be used inside and outside of Vermont.

(800)	253-0195 or 711	(Voice)
(800)	253-0191	(TDD/TTY)

The Department of Public Service's **TDD** hotline number and regular consumer affairs hotline number is:

(800)	622-4496	(Voice)
(800)	734-8390	(TDD/TTY)

If the above disconnect date is between November 1st and March 31st, and you need assistance in paying your bill, (residential customers only) it may be possible for you to get such assistance from the following sources:

Economic Services Division (ESD)
63 Professional Drive
Morrisville, Vermont 05661
1-800-479-6151

OR

Capstone Community Action
195 US Rt. 302-Berlin
Barre, Vermont 05641
1-800-639-1053 or
1-802-479-1053
888-7993 (Morrisville)

OR

Vt. Council on Aging
PO Box 373
Hyde Park, Vermont
888-2504

If you have any questions or wish to discuss a repayment plan over time (for residential service) please call our Credit office (collect) at (802) 888-2310 Monday - Friday (except holidays) between 7:30 a.m. and 4:00 p.m.

If you feel that we are not reasonable in our repayment plan terms, you may contact the Consumer Affairs Division of the Department of Public Service for assistance in conducting further negotiations at 1-800-622-4496 (toll free) or 1-802-828-2332, 112 State Street, Montpelier, Vermont 05602, Monday - Friday (except holidays) between 7:45 a.m. - 4:30 p.m. They will also provide you with information on how to submit any dispute to the Public Service Board.

The Reconnect fee is \$30.00 during working hours. If reconnected after 3:00 p.m., holidays or weekends the reconnect fee is \$60.00. If the department sends a representative to disconnect and the bill is paid in full the fee is \$10.00 for the trip.

A Deposit may be required after disconnection in the amount of 2/12th of the estimated annual charges.

If you wish to spread your payments for future services out on an equal monthly basis, you may call the Consumer Service Dept. to arrange for our Budget Payment Plan.