

VILLAGE OF GROTON ELECTRIC DEPT.

NEWSLETTER – NOVEMBER 2022

NYCRR Title 16A Public Service – Notification Requirement – Your Rights as a Village of Groton Electric Customer

Please find below a summary of your rights and obligations under HEFPA (Home Energy Fair Practices Act). More detailed information may be accessed at: www.dps.state.us/hefpa.htm.

We have the responsibility to supply electricity in a reliable manner, and you have a responsibility to pay utility bills promptly. Upon written notice, we will provide large-print versions of your bill. Contact our office at 898-3966 if you have any complaints, questions, or problems about your service. Office hours are 8:30 am to 4:30 pm Monday thru Friday. (Summer hours are observed July-September. Exact dates and times will be advertised.) After business hours, we have an answering machine to leave a message for our office staff. They will return your call during normal business hours. For electric emergencies, please call 898-3001.

Bills paid 23 days after mailing will be considered overdue and will be assessed a 1 ½% late payment fee. Bills may be paid:

- 1) in person, at the Village Office during usual business hours at 143 Cortland St.,
- 2) leaving your payment in the drop box at the door of the village office,
- 3) at the First National Bank of Groton during their usual business hours,
- 4) by credit card, by logging onto the Village website (www.grotonny.org), and clicking on the credit card link (3rd party processing fee will be assessed),
- 5) by mail, or
- 6) by signing up for “Auto Pay”, to be paid on due date every month.

If a deposit is required when you open a residential account, it can be based on an amount up to two times the average monthly winter billing. Deposits are held for one year and with 12 consecutive months of on-time payments, the deposit will be refunded with interest. If your payments are not on time, we will hold the deposit until 12 consecutive monthly on-time payments are made.

We may disconnect your service for nonpayment. We must send you a Final Termination Notice which will provide you with 15 more days to pay the bill or complete a deferred payment arrangement. There are Cold Weather Protections and Special Protections for certain customers such as the elderly, blind and disabled. We will reconnect your service within 24 hours if the amount is paid or an agreement is signed

with a down payment. Any customer may designate a third party to receive copies of a Final Termination Notice (see below). You must voluntarily inform us if you want to designate a third party.

Purchased Power Adjustment (PPA) – We are often asked what this charge is on your electric bill. The Village is billed each month for the kwh sold, demand, and wheeling and transmission charges (the cost of delivering power to the Village). The Village receives its power from two sources. The first source is hydroelectric power from the New York Power Authority's Niagara Project, which is one of the lowest cost sources of power in the country. We have a maximum demand of 4,466 KW that we can receive from this source. If we exceed this demand, we have to purchase the balance (the second source, which we call incremental power) through a joint action agency that the Village participates with other municipal electric systems, the New York Municipal Power Agency. This source of power is two times more expensive than the hydropower. The Village usually exceeds the hydro demand during the months of November thru April.

Your base rate basically covers a portion of the cost of hydropower and all other costs that are needed to run the Dept., which is what we consider the base cost of power. Once we exceed this base cost, the remainder is billed through the PPA. This obviously is much greater during the months of November thru April, since we have to purchase power through the more expensive source.

In addition, there are various riders added to the PPA for energy efficiency program and Transmission Congestion Contracts. Further, there is extra line item on the bills to account for the additional charges in conjunction with the Governor's Clean Energy Standard. This charge shows up on your bill as CES and fluctuates.

Notice:

New Billing System - For ebills &/or Auto Pay, visit our Web Site www.grotonny.org or Call the Office 607-898-3966.

We encourage Combined Electric/Water/Sewer billing for homeowners. (Not available for tenant units that pay their own electric).

VILLAGE ELECTRIC RATES: 2022

Service Classification No. 1-Residential
Customer Charge (Minimum)

\$3.55

Energy Charge, per kWh \$0.0475

Service Classification No. 2-Commercial

Customer Charge (Minimum) \$3.55

Energy Charge, per kWh \$0.06290

Service Classification No. 3-General Demand Metered

Demand Charge

First 50 kilowatts or fewer (Minimum) \$422.76

Over 50 kilowatts, per kW \$8.45

Energy Charge, per kWh \$0.0312

All the above have an additional purchase power adjustment (PPA) per kWh, Clean Energy Standard (CES) charges per kWh and applicable sales tax.

Service Classification No. 4-Security Lighting

Per Unit \$10.95

Reconnection Charge

Normal Business Hours \$50.00

After Hours, Sat, Sun, Holidays \$80.00

PLEASE NOTE: New rates effective as of August 1, 2022 – The first rate increase since 2010.

PSC Helpline: 1-800-342-3377

Third Party Notification – Occasionally, some people are ill, incapacitated, away from home, etc. and are unable to attend to their affairs, including paying their bill. We offer our residential customers the opportunity to designate a third party, such as a relative or friend, who would receive any notice of disconnect which may be issued. Such third-party agreement in no way makes the third-party responsible for any part of the bill. If you are interested in this service, please contact the Village Office at 898-3966.

Shared Metering – Is a situation where you have reason to believe you may be paying for electricity being used by another. Contact the Village Office if you believe that this may exist.

We respectfully ask... with winter coming, to please keep the snow and ice clear around your electric meter. This is extremely helpful to the meter readers.

Energy Savings Programs – We still offer rebates on various ENERGY STAR® appliances. New items have been added this year – including heat pumps! Also, we have Marathon hot water heaters available for our customers at cost. Contact the Village Office for more information. Forms are also available on our website. www.grotonny.org.

Energy Loan Program – To undertake energy efficiency measures on your home, it can be costly. Under this program, in cooperation with the First National Bank of Groton, we will subsidize up to \$1,000 in interest costs on a loan to undertake such projects, in effect making it a 0% loan to complete the required work. This program is for residential

customers in good standing with the Electric Dept. Loans thru the First National Bank of Groton are processed through their normal procedures and proof of creditworthiness. Details on this program are available at the Village Office.

Clean Energy Standard (CES) – As stated above, we are now being billed for charges under the CES. It requires all utilities procure a quantity of Renewable Energy Credits (RECs) and purchases of Zero-Emissions Credits (ZECs) from NYSEERDA. The ZECs charges were instituted under the CES to provide funds to keep the nuclear plants running.

The Village and the other municipal electric systems are being held to the same requirements of the CES as the investor-owned utilities. All of this has been promulgated by the Governor's initiative of cutting emissions to zero by 2040 and use renewable energy generation 70% by 2030. We still feel that this is unfair, **since 86% of** our load is already a renewable source of hydropower and 100% carbon free.

Brush Collection – The Electric Dept. usually picks up brush and small branches in the Spring, usually around the 1st of May. If you have branches that come down during the winter, store them out of the way until then and we will advertise when we will be conducting the pickup.

Yard Sale Signs – We ask that you **do not** tack, nail or staple yard sale (or any other) signs to the utility poles. It effects the integrity of the poles and if lineman get into a climbing situation, it has the potential to cause injury. The Light Dept. has the right to remove these signs at any time.

*We wish all of our
electric customers
the best this
Holiday Season!*