



# THE HOME ENERGY FAIR PRACTICES ACT REQUIREMENTS FOR PROVIDERS OF RESIDENTIAL SERVICE

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Article 2 of the New York Public Service Law, the Home Energy Fair Practices Act, includes provisions for the following customer protections applicable to the provision of residential service by gas and electric corporations:

- C The right to prompt service upon oral or written application**
- C Generally no deposit may be required unless the applicant owes arrears**
- C Limits on estimated bills, backbilling, stale bills**
- C Budget or levelized payment plans and third-party notice must be offered**
- C Limits on late payment charges and prohibition of most other collection charges**
- C No termination for non-payment without first offering deferred payment agreement**
- C No denial of service for arrears without offering deferred payment agreement**
- C Denial of service only for unpaid arrears for service in the applicant's name**
- C Notification of right to complain to the PSC regarding bill and service disputes**
- C PSC Complaint Line 1-800-342-3377 for review of complaints, including DPA disputes**
- C Special protections for elderly, blind, disabled and medical emergencies**
- C PSC Emergency Hotline to restore service or prevent termination 1-800-342-3355**

