



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #24-05-OPE

(This Policy Bulletin replaces PB #10-43-OPE)

PAYMENT OF UTILITY ARREARS FOR SERVICE PROVIDED BY PUBLIC UTILITY COMPANIES

Date: February 6, 2024	Subtopic(s): Utilities
<p>See Attachment A Sample of Independent Billing Company statement.</p> <p>See Attachment B Sample Final Termination Notice</p> <p>See Attachment C Instructions on how to search the PSC website.</p>	<p>The purpose of this policy bulletin is to inform all Benefits Access Center (BAC) and HIV/AIDS Service Administration (HASA) staff that HRA may provide emergency assistance to individuals to pay arrears from a Public Utility Company (PUC) other than Con Edison, National Grid, or PSE&G, to prevent a utility turn-off, or to reinstate utilities already turned off, provided that the Benefits Opportunity Specialist (BOS)/Worker confirms that PUC status was designated by the New York State Public Service Commission (PSC).</p> <p>Some housing developments have been designated as PUCs and are authorized by the PSC to install individual utility meters for each rental unit in their buildings. In addition to rent, the management company includes a separate utility charge either on the rent statement to the tenant or as a separate bill. The PUC may also use a separate independent billing company to issue utility statements to the tenants (see an example on Attachment A). These PUCs (or their designated billing company) also have the authority to issue utility turn-off notices directly to tenants for non-payment of utilities (see a sample notice on Attachment B).</p> <p>To confirm that a utility shut-off notice from any utility vendor other than Con Edison is from an authorized PUC, the Utility Liaison must contact the FIA Call Center who will retrieve the submetering order information from the internet. The Utility Liaison must provide both the service address and the landlord's name when contacting the FIA Call Center. Locations that have internet access can get information directly from the PSC website: https://www.dps.ny.gov (See instructions for searching the PSC website on Attachment C).</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Refer to [PD #17-24-ELI](#) for complete information about the utility process.

To provide emergency assistance based on utility arrears owed to a PUC, the BOS/Worker must:

- ensure that there is a turn-off notice in effect.
- request a breakdown of arrears.
- have the applicant/participant attempt to negotiate a deferred payment agreement with the landlord.
- request verification of any deferred payment agreements negotiated.
- do a management test to determine if funds were mismanaged:
 - If there was no mismanagement of funds, payment to prevent a shut-off can be issued as Special Grant Code **50** (Non-Recoupable Utility Grant [No Mismanagement]).
 - If funds were mismanaged, payment can be issued as Special Grant Code **41** (Utility Grant to Prevent Turnoff or Restore Utility Services [Mismanagement]) and follow recoupment instructions, according to current policy (see [PD #17-24-ELI](#)).
- only issue an emergency arrears payment for up to the last four months that fall within the last 10-month period.

A condition of the utility restriction/direct vendor payment process is that all future utility bills must be sent directly to HRA for payment, if the PUC does not provide a bill directly to the tenant that is separate from the rent, future energy allowances should not be restricted. The tenant must be advised to pay the energy allowance directly to the PUC.

A Request for a Utility (Natural Gas, Utility Heat, Lights, Electricity) Grant and Acknowledgement for Applicants and Participants ([FIA-1104f](#)) must be issued to exempt any utility arrears in excess of what HRA is authorized to pay from collection for as long as they continue to receive cash assistance.

Effective Immediately

Related Item

[PD #17-24-ELI](#) Revision to the utility process

Attachments:

Attachment A Rent and Meter Reading Statement
Attachment B Final Termination Notice
Attachment C Accessing the PSC Website

Attachment A Independent Billing Company Invoice on Behalf of Landlord

Quadlogic Controls Corporation
 33-00 Northern Boulevard
 Long Island City, NY 11101



ELECTRICITY INVOICE

Invoice #
 QL Acct #
 Building Acct #
 Invoice Date 2022
 Bill Period 2022 - 2022
Amount Due \$34.89

NY

SERVICE LOCATION:

Meter Reads

Meter #	Start Date	End Date	Service Days	Previous Read	Current Read	Multiplier	Usage (kWh)
	2022	2022	29	8,368.121	8,479.209	1	111.088

Current Charges

Description	Quantity	Amount
Average Rate: \$0.2375916058/kWh	111.09 (kWh)	\$26.39
Admin Fee		\$7.00
Sales Tax (4.5%)		\$1.50
		\$34.89

Please make electric bill payment separate from rental payments.
 Checks/money orders should be made payable to BRC, LP.
 You must fill out money orders and/or checks correctly.
 Any returned checks or money orders will incur a late fee.

When mailing payments, please mail to the billing address to the attention of Lillian Contreras, VP of Housing.
 Otherwise, payments are accepted in rental payment box in the lobby of building at the front desk.



[Redacted address box] NY

FINAL TERMINATION NOTICE DATED: 2023

Tenant (s) Name(s): _____

Apartment #: _____

Account No.: _____

Dear _____ :

By letter dated 2023, we notified you that your failure to remit the past due amount of \$800.00 by 2023 would result in our terminating your electricity service. Our records indicate that we have not received your payment. Please remit \$800.00 or your service will be terminated after 2023.

If you disagree with the amount owed, you may call or write **Bowery Residents' Committee**, _____, NY (telephone # 212-) or you may contact the Public Service Commission at 1-800-342-3377.

THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO OUR ATTENTION WHEN PAYING THIS BILL.

PLEASE REMIT \$800.00 BY 2023 TO AVOID TERMINATION OF YOUR ELECTRICITY SERVICE.

If you are unable to make payment because your financial circumstances have changed significantly due to events beyond your control, please contact **Bowery Residents' Committee**, _____, NY.

If you or anyone in your household meets any of the following conditions: medical emergency, elderly, blind, or disabled, please contact **Bowery Residents' Committee**, _____, NY.

Sincerely,

Bowery Residents' Committee Representative

A. Searches covering documents submitted within the last 30 days

1. Press **Search** to go to the **Search/Commissions Files** home page.

Department of Public Service Search Login

[Advanced Search Help](#) | [Esco Search](#) | [Energy Brokers and Consultants](#)

Search

Cases/Matters: Documents:

Case/Matter Search

Matter/Case Number: e.g. format (99-A-9999 or 99-99999)	<input type="text"/>	Include Only Commission Cases: <input type="checkbox"/>
Start Date From:	<input type="text"/>	Start Date To: <input type="text"/>
Matter Type:	<input type="text"/>	Company Name: <input type="text"/>
	Add/Remove	Add/Remove
Matter Subtype:	<input type="text"/>	Enter full Title or any portion of the text contained in Title: <input type="text"/>

2. Select **Case Related Documents** from the **Search Type** selections.

[Services](#) [News](#) [Government](#)

Department of Public Service

Search / Commission Files

Search Type:

Case Number **Case Related Documents** Keyword Search

Search by Case Number

If you know the Public Service Commission Case number (99-X-9999 or 99-99999 format) enter it here.

[› Help interpreting the search results from a "Case number" search.](#)
[› Help with Case Number format](#)

- Enter the landlord name or building address in the **Search** field.

Department of Public Service

Search / Commission Files

Search Type:

Case Number
 Case Related Documents
 Keyword Search

Case Related Documents*

*searches document text for the past 30 days. To search beyond 30 days, use the Advanced Search. This will search the text found inside Commission Case Related documents.

- Find the submetering order in the **Document Type** column. Select the order by click on the **blue** hyperlink in the **Document Title** column.

Department of Public Service Search Login

[Advanced Search Help](#) [Advanced Search](#)

Search Criteria Selected: Date Filed From: 11/12/2023; Date Filed To: 12/12/2023; Full Text: hoe avenue

Filed Documents (7) Public Comments (0)

Search Result - 7 Found Search:

Date Filed	Document Type	Document Title	Filing On Behalf Of	Case/Matter	Filing No.	File Name	File Size
11/23/2023	Petitions	PPA Petition Attachments PPA9 (cont.) - PPA 13-7 (REDACTED)	Prattsburgh Preservation Alliance	21-00749	127	PPA Petition Attachments PPA9 (cont.) - PPA 13-7 (REDACTED).pdf	7.97 MB
11/21/2023	Exhibits	DPS-056 Attachment 1	New York State Department of Public Service	23-G-0419	59	DPS-056 Attachment 1.xlsx	2.85 MB
11/21/2023	Exhibits	DPS-340 Attachment 2	New York State Department of Public Service	23-G-0419	59	DPS-340 Attachment 2.xlsx	7.43 MB
11/21/2023	Exhibits	DPS-056 Attachment 1	New York State Department of Public Service	23-E-0418	61	DPS-056 Attachment 1.xlsx	2.85 MB
11/21/2023	Exhibits	DPS-340 Attachment 2	New York State Department of Public Service	23-E-0418	61	DPS-340 Attachment 2.xlsx	7.43 MB
11/20/2023	Plans and Proposals	Appendix I Attachment 1 Soil Handling and Erosion Control Plan	Empire Offshore Wind LLC	21-T-0366	82	Appendix I Attachment 1 _Soil Handling and Erosion Control Plan.pdf	953 KB

B. Searches covering documents submitted more than 30 days ago

- 1. Select **Document** from the Search selections.

The screenshot shows the top navigation bar with the New York State logo and links for Services, News, and Government. Below this is a dark blue header for the Department of Public Service, with Search and Login buttons. A search bar contains links for Advanced Search Help, Esco Search, and Energy Brokers and Consultants, along with Search and Reset buttons. The search interface includes a 'Search' section with radio buttons for 'Cases/Matters' and 'Documents'. The 'Documents' option is selected. Below this is the 'Case/Matter Search' section with various filters: Matter/Case Number, Start Date From/To, Matter Type, Matter Subtype, Industry Affected, Include Only Commission Cases, Company Name, and Enter full Title or any portion of the text contained in Title.

- 2. Enter the client's address or the landlord's name in the **Enter Full Title or any portion of the text contained in the Title** field.

This screenshot is identical to the one above, but with the text 'Hoe Avenue' entered into the 'Enter full Title or any portion of the text contained in Title' field. A blue arrow points from the instruction above to this field.

Attachment C Instructions on How to Search the PSC Website

- Find the submetering order in the **Document Type** column. Select the order by click on the **blue** hyperlink in the **Document Title** column.

Advanced Search Help Advanced Search

Search Criteria Selected: Matter Title: Hoe Avenue

Filed Documents Public Comments

- Search Results: 11 Found

Search:

Date Filed	Document Type	Document Title	Filing On Behalf Of	Case/Matter	Filing No.	File Name	File Size
02/17/2012	Orders	Union Grove Associates, LLC, Order Regarding Submetering Electricity at 1468 Hoe Avenue a/k/a Rev. Fletcher C. Crawford Housing, Bronx, New York	Public Service Commission	10-E-0489	11	368_10e0489.pdf	24 KB
01/13/2012	Notices	Union Grove Associates, LLC, Errata Notice	Public Service Commission	10-E-0489	10	10E0489_Errata.pdf	19 KB
07/25/2011	Correspondence	AMPS submits its Submetering Identification Form.	American Metering & Planning Services, Inc.	10-E-0489	9		67 KB
07/01/2011	Petitions	AMPS submits an amendment to its original petition.	American Metering & Planning Services, Inc.	10-E-0489	8		34 KB
06/29/2011	Correspondence	AMPS submits a request to amend petition.	American Metering & Planning Services	10-E-0489	7	AMPS Amendment to petition.pdf	31 KB
06/23/2011	Orders	Union Grove Associates, LLC, Order Regarding Submetering Electricity at 1468 Hoe Avenue a/k/a Rev. Fletcher C. Crawford Housing, Bronx, New York	Public Service Commission	10-E-0489	6	368_10e0489.pdf	34 KB
05/17/2011	Petitions	Addendum to the petition	American Metering & Planning Services	10-E-0489	5	KMBT22220110517030218.pdf	84 KB

C. Searches by Landlord

1. Select **Documents** and then click the **Add/remove** button under Company name in the **Case Matter Search** or **Document Search**.

[Advanced Search Help](#) | [ESCO Search](#) | [Energy brokers and Consultants](#)

Search

Cases/Matters: Documents:

Case/Matter Search

Matter/Case Number: e.g. format (99-A-9999 or 99-99999)	<input type="text"/>	Include Only Commission Cases:	<input type="checkbox"/>
Start Date From:	<input type="text"/>	Start Date To:	<input type="text"/>
Matter Type:	<input type="text"/>	Company Name:	<input type="text"/>
	Add/Remove		Add/Remove
Matter Subtype:	<input type="text"/>	Enter full Title or any portion of the text contained in Title:	<input type="text"/>
	Add/Remove		
Industry Affected:	<input type="text"/>	County:	<input type="text"/>
	Add/Remove		
Municipality:	<input type="text"/>	Franchise:	<input type="text"/>

Document Search

Date Filed From:	<input type="text"/>	Date Filed To:	<input type="text"/>
Document Type:	<input type="text"/>	Filed By Company/Organization:	<input type="text"/>
	Add/Remove		Add/Remove
Full Text:	<input type="text"/>	Include only Commission Issued Documents in results:	<input type="checkbox"/>

2. Enter the landlord's name and press **Search**.

Search Criteria

Company Org. Name:	<input type="text" value="union grove"/>	Industry Type:	<input type="text" value="Cable Communication Electric Facility Gen. Gas Miscellaneous"/>
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Companies

3. The landlord will populate in the **Companies/Organizations** field.



Search Criteria		
Company Org. Name: <input type="text" value="union grove"/>	Industry Type: <div style="border: 1px solid black; padding: 2px;">Cable Communication Electric Facility Gen. Gas Miscellaneous</div>	
<input type="button" value="Search"/> <input type="button" value="Reset"/>		
Companies		
<input type="button" value="Select"/> <input type="button" value="Close"/>		
	Companies/Organizations	Industry Type
<input type="checkbox"/>	Union Grove Associates, LLC	Electric
Page Size <input type="text" value="1"/> <input type="button" value="Go"/>	1 of 1	First Prev Next Last Go To <input type="text" value="1"/>
<input type="button" value="Select"/> <input type="button" value="Close"/>		




4. Check the box next to the landlord’s name and press the **Select**.


Search Criteria		
Company Org. Name: <input type="text" value="union grove"/>	Industry Type: <div style="border: 1px solid black; padding: 2px;">Cable Communication Electric Facility Gen. Gas Miscellaneous</div>	
<input type="button" value="Search"/> <input type="button" value="Reset"/>		
Companies		
<input type="button" value="Select"/> <input type="button" value="Close"/>		
	Companies/Organizations	Industry Type
<input checked="" type="checkbox"/>	Union Grove Associates, LLC	Electric
Page Size <input type="text" value="1"/> <input type="button" value="Go"/>	1 of 1	First Prev Next Last Go To <input type="text" value="1"/>
<input type="button" value="Select"/> <input type="button" value="Close"/>		

5. The landlord's name will be filled in the **Filed By Company/Organization** box.

Document Search

Date Filed From:  Date Filed To: 

Document Type:   Filed By Company/Organization:  

[Add/Remove](#)  [Add/Remove](#)

Full Text: Include only Commission Issued Documents in results:

[Search](#) [Reset](#)

6. Press **Search** and then click on the **blue Case/Matter** hyperlink to go to the documents listing.

Search Criteria Selected: Company: Union Grove Associates, LLC

Filed Documents (1) Public Comments (0)

- Search Result - 1 Found

Search:


Date Filed	Document Type	Document Title	Filing On Behalf Of	Case/Matter	Filing No.	File Name
10/05/2010	Petitions	Petition of Union Grove Associates, LLC to Submeter Electricity at Rev. Fletcher C. Crawford Housing, 1468 Hoe Avenue, Bronx, NY 104	Union Grove Associates, LLC	10-E-0489	1	

7. Find the submetering order by click the **blue** hyper link under **Document Title**.

Filed Documents (11) Public Comments (0) Party List (0) Calendar (0)

Search: Show entries Showing 1 to 11 of 11 entries [Previous](#) [1](#) [Next](#)

Filters:

Sr.No.	Date Filed	Document Type	Document Title	Filing On Behalf Of	Item No.	File Name	File
1	02/17/2012	Orders	Union Grove Associates, LLC, Order Regarding Submetering Electricity at 1468 Hoe Avenue a/k/a Rev.	Public Service Commission	11	368_10e0489.pdf	 24.18