

DURING THE COVID-19 CRISIS, YOU HAVE UTILITY RIGHTS!



Electric, gas, and water utility companies in New York State cannot shut off service during the COVID-19 crisis. This means you have the right to energy and water utilities if you are a tenant or the homeowner, even if you can't pay your bills. If a utility worker comes to shut off your service while you're home, call your utility company right away.

Please note that this moratorium does not extend to municipally-owned or public authority water supply and energy systems. If your municipality has shut off service for ratepayers, call the Public Utility Law Project (PULP) hotline: 877-669-2572.



If your energy and water service is terminated, call the Public Service Commission at 1-800-342-3355 to file an emergency complaint.



Many internet and phone providers are waiving late fees and not shutting off service for 60 days for anyone with late or unpaid bills. Call your service provider to ask about their policy.



The moratorium on utility shutoffs means that utilities can't be shut off just because someone can't pay. The moratorium is for a limited time, so be in contact with your utility provider so you know when they will start collecting payments again.

If you have any questions about your utility rights or need help filing a complaint, call PULP's hotline at 877-669-2572 or email info@utilityproject.org



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