

65 YEARS OR OLDER STATEMENT



Tel: 978-948-3992

Mail: PO Box 355,
Office: 47 Summer St.
Rowley, MA 01969

www.rowleylight.com

Office Hours:
Weekdays 8 AM – 4:30 PM

Customer Name: _____

Rowley Address: _____

RMLP Account #: _____

Phone Number: _____ (home/cell/work) circle one

2nd Phone Number: _____ (home/cell/work) circle one

Social Security #: _____

Protected Status: If you and *all* other residents in your home are 65 years or older, you are entitled to “protected status.” This means that you are protected against termination of electrical service for failure to pay a past due bill. Your service may not be shut off without the approval of the Massachusetts Department of Public Utilities.

3rd Party Notification: This program allows you to select a friend, relative, member of the clergy or other person of your choice to act on your behalf should you receive a collection notice from us. We will send copies of any collection notices to this 3rd party who will then be able to look into the situation and help to make payment arrangements. The 3rd party is not responsible for, nor obligated to pay, your electric bill.

Please indicate the program in which you would like to enroll by placing a in the appropriate box and provide the necessary information. Then sign at the bottom of the page and return this form to RMLP’s office.

I qualify for the “Protected Status” program. I and *all* other residents in my household are 65 years of age or older.

Please provide the following information regarding all residents of the above address other than you. If you require additional space, you may attach a sheet to this form.

Resident Name (Printed)	Social Security #	Date of Birth	Signature

I designate the following person may be contacted for “3rd Party Notification.” I understand that this designated person is *not* responsible for paying my electric bill.

3rd Party Name: _____

3rd Party Address: _____
Address City State Zip

3rd Party Phone #: _____ (home/cell/work) circle one

I, the undersigned, do hereby certify that the information provided is complete and the truth, to the best of my knowledge.

Signature: _____ Date: _____

RMLP offers payment plans for customers. Call RMLP at (978) 948-3992 to set up a payment plan.

Please return this form to our office location at 47 Summer Street.



Financial Hardship Rights and Filing Requirements

Rowley Municipal Lighting Plant (RMLP) will not terminate electric service to customers who satisfy us that a financial hardship **AND** one or more of the following conditions exist:

1. A resident of your household has a **SERIOUS ILLNESS**; or
2. An **INFANT** under twelve (12) months of age lives with you and service has not been terminated before the birth of the child; or
3. Electric service is necessary to operate your **HEATING SYSTEM** and service has not been terminated before November 15 (protection valid only between November 15 and March 15); or
4. All residents of your household are **65 YEARS OR OLDER**.

Rights to Electric Service for Residential Customers during Financial Hardship If you cannot pay your electric bill because of a financial hardship and there is a serious illness, or there is an infant under the age of 12 months, or if it is between November 15 and March 15 and you heat your home with electric heat, we will not shut off your electric service. To protect yourself, call us immediately and we will send you a financial hardship statement, which you must complete and return. In addition, you must provide the necessary documentation outlined below within seven (7) days.

Serious Illness and Financial Hardship Initially, your doctor or board of health must call us to let us know of the serious medical condition. Within seven (7) days of the telephone call, you must return the Financial Hardship Statement and written certification of the serious illness. Said certification from your doctor or board of health shall state the name and address of the seriously ill person, the nature of the illness, and the business address and telephone number of the certifying physician or local board of health. The statement must be renewed monthly, or quarterly if the illness is certified to be chronic.

Winter Protection and Financial Hardship If you heat your home with electricity and cannot pay your overdue electric bill between November 15 and March 15 because of financial hardship, we will not shut off your electricity. Contact us by phone immediately and we will have you complete a Financial Hardship Statement.

Infant Under the Age of 12 Months and Financial Hardship To qualify, please contact us by phone immediately. Within seven days of the call, you must return the Financial Hardship Statement and send us the name, address, and birth date of the child and one of the following:

- Birth certificate.
- Official records or letter from a registered physician, local board of health, hospital, or government official.
- Letter from the Department of Transitional Assistance.
- Letter from a clergyman or religious institution.

Notice to Elderly Customers If all residents in your household are 65 or older, we will not shut off your electricity without the permission of the Massachusetts Department of Public Utilities (DPU). Please call RMLP immediately if all residents in your home are 65 years of age or older. If you cannot pay your bill at once, you can work out a payment plan with us. If you have any questions, or want further information, call us at (978) 948-3992. You must provide RMLP with a signed statement indicating the names and dates of birth of each member of your household. In addition, you may appoint a third person to represent you concerning your account with RMLP. We will, upon written request by you, send to this third party all bills, past due notices of termination of service and notice of your right to appeal. The third party will be in no way responsible for payment of your bill.

Payment Plans If you are having difficulty paying your electric bill, a Payment Plan may be arranged. Under this plan a past due balance may be paid in equal installments over a specified period. Current charges will be due in addition to the payments on the past due balance. The length of time that a payment plan extends will vary from a minimum of four (4) months depending on the past due balance and your ability to pay. We also offer Budget Billing, which averages your annual electric costs and spreads them over a 12-month period. Please call RMLP at (978) 948-3992 or visit www.rowleylight.com to find out more about this and other payment plans.

Right to Dispute your Electric Bill If you believe your electric bill is inaccurate or you wish to dispute all or part of your bill, or if you have a service quality problem or dispute, call us at (978) 948-3992 or write us at PO Box 355, Rowley, MA 01969. We will investigate the dispute and tell you what we find. If, after our investigation, you still think the bill is not correct or the service quality problem has not been addressed, you have a right to appeal by contacting the Massachusetts Department of Public Utilities (DPU) Consumer Complaints Division (at the information provided below) or by visiting the DPU's web site at www.mass.gov/dpu. DPU regulations provide that a company may not terminate electric service for failure to pay any portion of a bill when a customer complaint or appeal is pending.

RMLP inquiries: Rowley Municipal Lighting Plant
PO Box 355, Rowley, MA 01969

Phone: (978) 948-3992
Office: 47 Summer St., Rowley, MA 01969

Website: www.rowleylight.com

DPU: MA Dept. of Public Utilities – Consumer Division
1 South Station, Suite 2, Boston, MA 02110

Phone: (617) 737-2836 or toll free (877) 886-5066
Fax: (617) 305-3742

Website: www.mass.gov/dpu