

UPDATE - New York COVID-19 State of Emergency and The Services We Provide.

Laws were established during the pandemic in New York impacting the services we provide to you. The law was enacted in response to the state of emergency declared by Governor Cuomo concerning the COVID-19 pandemic. This law applies to our residential and small business customers¹.

Below are the provisions of the law:

1. During a period of 180-days after the end of the state of emergency that expired on June 24, 2021, we will not terminate or disconnect services because of non-payment of past due amounts due to a COVID-19 related financial hardship incurred during the state of emergency. Please contact us if you have experienced a change in your financial circumstances due to the COVID-19 pandemic that affects your ability to pay. In such cases, we will offer you the opportunity to pay your past-due bills over time, without requiring a down payment, late fees or penalties.
2. These protections apply only to disconnection for non-payment resulting from COVID-19 pandemic. They do not protect customers from disconnection for other causes (such as dangerous conditions, illegal or fraudulent use of the service).
3. If your residential or small business service has been terminated due to non-payment during the State of Emergency, we will restore the service at your request. You can request reconnection at 518-537-4835 or toll-free at 844-537-4835.
4. After the 180-day period ends, we will offer you the opportunity to pay your past due amounts over time through a contractual agreement. Customers must make timely payments for current charges, along with the agreed upon payment plan to ensure continuation of service.

If you are experiencing financial difficulty due to COVID-19, please call the GTel Business Office at 518-537-4835 or toll-free at 844-537-4835.

¹ Small business customer is defined as a business with 25 or fewer employees that is not a : A) publicly held company, or a subsidiary thereof; B) seasonal, short-term, or temporary customer; C) high energy customer as defined by the Public Service Commission; or D) customer has the resources to pay the bill.