

## What is Submetering?

Submetering is when one main utility meter serves a whole building, then smaller meters (submeters) are installed to measure each unit's usage. Each tenant is then billed individually based on their own electricity and water usage.

## How does submetering work?

1. Notice to Tenants: A written notice is sent to tenants with the building's intent to submeter. Notice includes:
  - a. Building's plan to switch to submetering
  - b. Estimated costs
  - c. Tenant's rights and protections
2. Request of Approval: Building owner files a request with the Public Service Commission (PSC) for approval.
3. PSC Review: The PSC will determine if the petition is in the tenants' interest and service provided is safe and adequate.
4. Installation: If approved, submeters can be used for billing.

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## KNOW YOUR RIGHTS: SUBMETERING

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## Tenant Rights:

1. Billing Protections include:
  - a. Be charged the standard residential rate set by the regulated utility company
  - b. Receive regular bills with clear explanation of charges
  - c. Request an investigation for billing errors.
2. Shutoff Protections: Before service can be shutoff, tenants have the right to receive:
  - a. Written notices at least 15 days before
  - b. Opportunity to enter into a payment agreement
  - c. Access to medical protections for vulnerable households
  - d. Access to affordability programs, like HEAP, EHEAP, and EAP
3. Right to File a Complaint:
  - a. Tenants have the right to file complaints with the state agency the Dep. of Public Service if they believe they are being billed incorrectly and have not been able to work with their landlord. To file a complaint, visit <https://dps.ny.gov/file-complaint> or call 800-342-3377
  - b. NYC tenants can contact HPD if the landlord is violating specific rules regarding submetering, including failing to adjust rent to reflect new utility costs.