



Industry Public Utilities (IPU)
Payment Processing Center
412 Linden Dr.
Rochester, NY 14625-2702
24/7 Customer Service: (844) 302-1395

May 18, 2026

Customer Name
Mailing Address 1, Mailing Address 2
Mailing City, Mailing State Mailing Zip

Subject: Important Updates to Your Account. New Phone Number, Payment Address, and Customer Portal

Dear Industry Public Utilities Customer,

On May 14, 2026, Industry Public Utilities Commission approved an Agreement with HometownHub for IPU Customer Services effective June 1, 2026. We are writing to inform you of several important changes to how your account will be managed and supported, effective **June 1, 2026**. Your utility service will continue without interruption — these changes affect only the administrative and customer service side of your account.

New Customer Service Phone Number: (844) 302-1395 | Available 24 hours a day, 7 days a week

Effective June 1, 2026, please contact HometownHub at their customer service number for all account inquiries, billing questions, and service requests:

New Mailing Address for Payments:

If you mail your payment by check or money order, please update your records immediately and send all future payments to the following address:

IPU Payment Processing Center
412 Linden Dr.
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We ask that you please notify your **accounts payable department** and update any **bank bill pay service** you use with this new address as soon as possible. Payments directed to any prior address may be delayed in posting to your account.

New Customer Portal & Account Number

As part of this transition, you will be assigned a **new account number**, which will appear on your **first bill issued on or after June 1, 2026**. Please wait until you have received that bill before registering for the new customer portal, as your new account number is required to complete enrollment.



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If you were previously enrolled in **autopay**, please be aware that payment credentials and financial information were not transferred to the new system. **You will need to re-enroll in autopay after registering on the new portal.**

Once registered, the new customer portal allows you to manage your bill online, set up and manage Autopay, enroll in eBilling (paperless statements), update your contact preferences

We understand that changes like these require your attention, and we appreciate your patience as we work to improve how we serve you.

Thank you for being a valued Industry Public Utilities customer. We look forward to continuing to serve you.

Sincerely,

A handwritten signature in blue ink that reads "Joshua Nelson". The signature is fluid and cursive.

Joshua Nelson

Public Utilities Director