

P.S.C. No. 1 – Water  
United Water New York Inc.  
Initial Effective Date: March 1, 2008

Leaf No. 44  
Revision: 0  
Superseding Revision: 0

## GENERAL INFORMATION

C. The Customer shall be responsible for payment to the Company of the bad check charge herein provided for any such dishonored negotiable instrument.

### 12. DEFERRED PAYMENT AGREEMENTS – RESIDENTIAL CUSTOMERS:

#### 12.1 Eligibility

A. Any Residential Customer or Applicant is eligible, in accordance with 16 NYCRR S.14.10 for a payment agreement except when:

- (a) the Customer has defaulted on an existing payment agreement;
- (b) the commission or its authorized designee determines that the Customer or Applicant has the resources to pay the bill; or
- (c) the Customer is a seasonal, short term or temporary Customer.

B. The Company will negotiate in good faith with any eligible Customer or Applicant in order to enter into an Agreement that is fair and equitable considering the Customer's or Applicant's financial circumstances. The Company may require a Customer or Applicant to complete a form detailing assets, income and expenses. Reasonable documentation to substantiate the information provided may also be required. The Company shall treat the financial information as confidential.

C. The Company shall make a written offer of a payment agreement not less than five calendar days (eight days if mailed) before the earliest date on which termination may occur; when payment of outstanding charges is a requirement for acceptance of an application for service; when payment of outstanding charges is a requirement for reconnection of service; or when the Company renders a backbill greater than \$100, provided the Customer's conduct did not cause or contribute to the underbilling.

#### 12.2 Provisions of Agreement

A. A payment agreement must require the Customer or Applicant to pay all current bills on time.

B. Unless otherwise agreed to by the Company and the Customer, the Company is required to offer a payment agreement that covers amounts up to the cost of twice the Customer's average annual usage. The downpayment may include any amount owed in excess of twice the Customer's average annual usage.

Issued in compliance with the Commission Order 06-W-0131 dated December 14, 2006.

Issued by: M.J. Pointing, V.P. & Gen. Mgr., 360 West Nyack Road, Nyack, NY 10994