

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

Leaf No. 15  
Revision: 0  
Superseding Revision: 0

## GENERAL INFORMATION

### 2.2 Customer Deposits

#### A. Residential Customers

1. As a condition of receiving service, the Company may require a consumer deposit from Residential Customers that are delinquent, seasonal, short term or temporary or who have had service terminated for non-payment during the preceding six months. A delinquent Customer shall be provided a written notice at least 20 days before the deposit is assessed which states that failure to make timely payments will permit the Company to require a deposit from such Customer. If a deposit is required, the Company shall permit a Customer, except for a seasonal, short term, or temporary Customer, to pay the deposit in installments.

2. The Company shall not require any Residential Customer it knows to be a recipient of public assistance, supplemental security income, or additional State payments to post a security deposit, nor shall it require or hold a deposit from any Residential Applicant or Customer who is 62 years of age or older, blind or disabled, unless such Customer has had service terminated by the Company for non-payment of bills within the preceding six months.

3. Deposits from Applicants and Customers may not exceed two times the estimated average monthly usage for a calendar year, except in the case of Customers whose usage varies widely where deposits may not exceed twice the average monthly usage for the peak season.

4. The Company shall annually review the billing history of every Customer who has a deposit with the Company to assure that a deposit is still required under (1) above and that the amount of the deposit conforms with (3) above. The Company reserves the right to review the deposit at any other time at the Company's option. If a review shows the deposit held falls short of the amount the Company may require by 25 percent or more, the Company may require the payment of a corresponding additional deposit amount. If a review shows that the deposit held exceeds the amount that the Company may lawfully require by 25 percent or more, the Company shall refund the excess deposit to the Customer in accordance with this paragraph. If a request from a Customer for a downward revision of the deposit is substantiated by the Customers' billing history, the Company shall refund the excess deposit amount to the Customer in accordance with this paragraph.

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