

P.S.C. No. 1 – Water
United Water Westchester Inc.
Initial Effective Date: January 11, 2009

Leaf No. 49
Revision: 0
Superseding Revision: 0

26. DEFERRED PAYMENT AGREEMENTS

26.1 Company's Obligations

- (a) The Company must provide a written offer of a payment agreement, in accordance with this Section, to an eligible customer or applicant at the following times:
 - i. not less than 5 calendar days before the date of the scheduled termination of service for nonpayment of arrears, as indicated on a final termination notice, or 8 calendar days if mailed;
 - ii. when payment of outstanding charges is a requirement for acceptance of an application for service, in accordance with Section 3 of this tariff; and
 - iii. when it renders a backbill which is more than \$100; provided, however, that the Company is not required to offer an agreement under paragraph 26.1 (a) of this Section where the customer's culpable conduct caused or contributed to the underbilling.
- (b) If payment of outstanding charges is a requirement for reconnection, in accordance with Section 9 of this tariff, the Company must offer the customer a payment agreement in accordance with this Section. The Company must also inform the customer that he or she may opt to have the agreement include any applicant reconnection charge and/or legal fee, specifying the amount of such charge.
- (c) The Company must negotiate in good faith with a customer or applicant in order to arrange a payment agreement that the customer or applicant is able to pay, considering his or her financial circumstances.
 - i. The Company may require that a customer or applicant complete a form showing assets, income and expenses, and provide reasonable substantiation of the information on that form, provided that all such information shall be treated as confidential.
 - ii. A payment agreement must provide for installments as low as \$10 per month and no downpayment, when the customer or applicant demonstrates financial need for such terms, but need not provide for monthly installments of less than \$10.
 - iii. A payment agreement may provide for any size or no downpayment and installments on any schedule over any period of time, and cover any outstanding charges, if mutually agreed to by the parties.

Issued by: M.J. Pointing, V.P. and General Mgr., 2525 Palmer Ave., New Rochelle, NY 10801