

PSC NO: 2 - WATER **LEAF: 11**
COMPANY: SLEEPY HOLLOW WATER COMPANY, INC. **REVISION: 0**
INITIAL EFFECTIVE DATE: JANUARY 1, 2024 **SUPERSEDING REVISION:**

GENERAL INFORMATION

In a case where service is being restored after discontinuance for non-payment, the company may require full payment of all arrears as well as the restoration of service charge. If the company and the member have entered into some form of payment agreement the agreed upon down payment may be required before service will be restored.

If it becomes necessary to disconnect service at the main because of willful acts of a member, the service restoration charge will include the actual costs incurred by the company to disconnect and reconnect the service.

17. Interest on Customer Overpayments

The company will provide interest on a customer overpayment as follows:

- A. A customer overpayment is defined as payment by the customer to the company in excess of the correct charge for water service supplied to the customer which was caused by erroneous billing by the utility.
- B. The rate of interest on such amounts shall be the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest shall be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment was refunded.
- C. The company will not pay interest on customer overpayments that are refunded within 30 days after such overpayment is received by the company.

18. Regulation

All matters, rules and other situations concerning the rendering of water service which are not specifically covered herein or in a provision of the New York State Codes, Rules and Regulations and which are subject to the jurisdiction of the Public Service Commission, and for which a customer and the company cannot agree as to an equitable and fair solution will be referred to said Commission to be resolved. Either the customer or the company may request that a rule or provision of this tariff be changed for a particular situation.