

PSC NO: 2 - WATER **LEAF: 8**
COMPANY: SLEEPY HOLLOW WATER COMPANY, INC. **REVISION: 0**
INITIAL EFFECTIVE DATE: JANUARY 1, 2024 **SUPERSEDING REVISION:**

GENERAL INFORMATION

- A. A bill not paid within 23 days of mailing is considered delinquent, and the company may discontinue service after complying with 16 NYCRR, Part 533 which requires: (1) 15 days written notice if served personally, or (2) 15 days after a registered letter containing such notice has been signed or refused, or (3) 18 days after mailing written notice in a post-paid wrapper. Service will not be re-established until payment of all proper arrears, charges and deposits is made or a deferred payment agreement is entered into. Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of the customer's account and the company shall not be required to issue additional notice prior to discontinuance. There will be a charge for processing all returned checks equal to the bank charge plus a handling fee of \$5.00 (not to exceed the maximum allowed by Section 5-328 of General Obligations Law).
- B. The company will not discontinue service to residential premises for non-payment of bills on a Friday, Saturday, Sunday, public holiday (as defined in General Construction Law), a day the offices of the Public Service Commission are closed, or on a day on which the utility's main office is closed. Discontinuance can only take place from Monday to Thursday between the hours of 8 a.m. and 4 p.m.
- C. The company will not discontinue service for non-payment of bills to any person or entity receiving public assistance if the payment for such service is to be paid directly by the Department of Social Services or by the local Social Services representatives.

12. Discontinuance of Service – Other

- A. Service rendered under any application, contract or agreement may be discontinued by the company after reasonable notice for any of the following reasons:
 - (1) For willful or indifferent waste of water due to any cause or for non-authorized use of water.
 - (2) For failure to protect from damage the meter and connection, or for failure to protect and maintain the service pipe or fixtures on the property of the customer in a condition satisfactory to the company.
 - (3) For tampering with any meter, connections, service pipe, curb cock, seal or any other appliance of the company controlling or regulating the customer's water supply.
 - (4) For failure to provide the company's employees reasonable access to the premises supplied, or for obstructing the way of ingress to the meter or any other appliances controlling or regulating the customer's water supply.
 - (5) In case of vacancy of the premises.

Issued By: Janet Kaplan, President, Unit 1095, 92 Randy Rd, Athens, NY 12015
(Name of Officer, Title, Address)