

P.S.C. No. 1 – Water
SUEZ Water New York Inc.
Initial Effective Date: April 3, 2019

Leaf No. 39
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

(I) Disconnection or tampering with any service pipe, seal, meter or any other appliance owned by the Company.

10.2 Customers Receiving Public Assistance

The Company will not terminate service for nonpayment of bills to any person it knows to be receiving public assistance, if payment for such service is to be made directly to the Company by the Department of Social Services or the Local Social Services official.

10.3 Emergency Discontinuance

The Company may disconnect service to a premise when an emergency may threaten the health or safety of a person, the surrounding area or the Company's distribution system. In such cases, the Company will, if possible provide advance notice to those whose service will be disconnected, and will act promptly to restore service as soon as feasible after disconnection. Where the cause of the disconnection is the condition or nature of the Customer's facilities, the Company shall so notify the Customer, who shall act promptly to correct the situation. Service will be restored to any premise which has been disconnected under this section, before it will be terminated for nonpayment of charges.

10.4 Voluntary Third Party Notice Prior to Discontinuance of Service

The Company shall permit a Residential Customer to designate a third party to receive a copy of every notice regarding termination of service sent to such Residential Customer, provided that such third party indicates in writing his or her willingness to receive such notice. The Company will promptly notify the Residential Customer in writing if the third party refuses or later decides not to accept such notice. The Company will notify the third party that the Agreement to Receive Notice does not mean the third party must pay for the service provided to the Customer.

10.5 Discontinuance of Residential Service – Special Procedure

Special emergency procedures, required by 16 NYCRR S.14.5 provide special protections for specified Residential Customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather periods for premises with heat-related service.

10.6 Reconnection of Service

A. The Company will reconnect residential service that has been terminated within 24 hours of the Customer's request for reconnection, unless prevented by circumstances beyond the Company's control or unless a Customer requests otherwise,