

P.S.C. No. 1 – Water
SUEZ Water New York Inc.
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GENERAL INFORMATION

10. DISCONTINUANCE AND RECONNECTION OF SERVICE - RESIDENTIAL CUSTOMERS:

10.1 Reasons for Termination

The Company may discontinue water service for any one of the following reasons, provided advance final notice has been given in accordance with 16 NYCRR § 14.4:

A. Failure to pay any tariff charges that reflect service used during the preceding 12 months, for which a written bill has been given.

B. Failure to pay any tariff charges that reflect service used before the preceding 12 months, for which a written bill has been sent, in any of the following situations.

1. There was a billing dispute during the preceding 12 months.
2. There was an excusable utility delay.
3. The Customer's culpable conduct caused or contributed to the delay in billing.
4. The changes are necessary to adjust estimated bills.

(C) Failure to pay amounts due under a payment agreement.

(D) Failure to pay, or agree in writing to pay, equipment and installation charges relating to the initiation of service.

(E) Failure to pay a required deposit in accordance with the Company's Tariff.

(F) Where there is no Customer and service is being provided through tampered equipment.

(G) Where there is no Customer and the Company has provided advance written notice to the occupant, either by posting or mailing 10 – 30 days before disconnection stating;

1. The Company intends to disconnect service unless the responsible party applies for service and is accepted as a Customer, and
2. The location of the nearest Company business office where application can be made.

(H) Willful waste or use of water through improper and imperfect pipes, or by another means. Whenever leakage occurs on pipes and facilities owned by the customer, the customer shall make necessary repairs without delay. If the customer fails to make said repairs within a reasonable time, the Company reserves the right to discontinue the supply until such time as the leak is repaired and all costs incurred by the Company are paid.