

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

Leaf No. 42
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

1. allow the customer to contact the Company and provide a confirmation number that payment has been made, or

2. allow the Customer an extension of time of not less than one business day to contact the Company to make or arrange for payment within the specified time. However, if the customer fails to make payment or arrange for payment within the specified time, the Company may terminate service without further notice.

C. Whenever payment is accepted by the Company at the time of termination, the Company's field representative must provide the Customer with a receipt which must include the date, the account number, the amount received, the form of the payment and either the name or identification number of the Company representative.

11.4 Dishonored Checks

A. If within the last 12 months a Customer has paid for service with a check that was subsequently dishonored, the Company has the right to accept only cash, certified check or money order from that Customer at the time of termination.

B. Receipt of a subsequently dishonored check in response to a termination notice is not payment of a Customer's account and the Company is not required to issue an additional notice before termination, as long as the final termination notice warns the Customer of this possibility.

C. The Customer shall be responsible for payment to the Company of the bad check charge herein provided for any such dishonored negotiable instrument.

12. DEFERRED PAYMENT AGREEMENTS – RESIDENTIAL CUSTOMERS:

12.1 Eligibility

A. Any Residential Customer or Applicant is eligible, in accordance with 16 NYCRR S.14.10 for a payment agreement except when:

1. the Customer has defaulted on an existing payment agreement in the last 12 months;
2. the commission or its authorized designee determines that the Customer or Applicant has the resources to pay the bill; or
3. the Customer is a seasonal, short term or temporary Customer.