

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

Leaf No. 44
Revision: 2
Superseding Revision: 1

GENERAL INFORMATION

F. A payment agreement must be signed in duplicate by a Company representative and the Customer and a downpayment, if required, must be received by the Company before the agreement becomes enforceable by either party.

G. A payment agreement may be renegotiated and amended if the Customer or Applicant demonstrates their financial circumstances have changed significantly beyond their control.

12.3 Reminder and Final Termination

A. If a Customer fails to make timely payments in accordance with a payment agreement, the Company will send a reminder notice at least eight calendar days before the day when a final will be sent.

B. If by the twentieth calendar day after payment was due the Company has not received payment or negotiated a new agreement, the Company may demand full payment of total outstanding charges and send final termination notice.

C. If Customer demonstrates that his or her condition has changed due to circumstances beyond his or her control, the Company will renegotiate the agreement.

D. If a Customer has established a payment agreement to avoid shut off, and that customer fails to make timely payments, in accordance with a payment agreement, and the payment agreement is broken, the Company can terminate service immediately.

13. MULTIPLE DWELLINGS AND TWO-FAMILY HOUSES:

13.1 Multiple Dwellings

A. The Company shall not discontinue service to an entire Multiple Dwelling unless it fulfills all requirements of 16 NYCRR S.14.7. Notice of termination shall contain the information and be provided in the manner specified in such Section.

B. The Company shall not discontinue service to any such multiple dwelling provided that the occupants notify the Company of their intention to pay current bills, and reach agreement with the Company to avoid termination of service, prior to the intended date of discontinuance.

C. During cold weather periods, the Company shall follow the special procedures for terminating heat-related service to an entire multiple dwelling as provided in 16 NYCRR S.14.7. (d).