

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

Leaf No. 43  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

B. The Company will negotiate in good faith with any eligible Customer or Applicant in order to enter into an Agreement that is fair and equitable considering the Customer's or Applicant's financial circumstances. The Company may require a Customer or Applicant to complete a form detailing assets, income and expenses. Reasonable documentation to substantiate the information provided may also be required. The Company shall treat the financial information as confidential.

C. The Company shall make a written offer of a payment agreement not less than five calendar days (eight days if mailed) before the earliest date on which termination may occur; when payment of outstanding charges is a requirement for acceptance of an application for service; when payment of outstanding charges is a requirement for reconnection of service; or when the Company renders a backbill greater than \$100, provided the Customer's conduct did not cause or contribute to the underbilling.

### 12.2 Provisions of Agreement

A. A payment agreement must require the Customer or Applicant to pay all current bills on time.

B. Unless otherwise agreed to by the Company and the Customer, the Company is required to offer a payment agreement that covers amounts up to the cost of twice the Customer's average annual usage. The downpayment may include any amount owed in excess of twice the Customer's average annual usage.

C. A payment agreement offered for nonpayment of arrears, upon application for service or upon request for reconnection may require the Customer or Applicant to:

1. make a down payment of up to 20% of the amount covered by the agreement or the cost of one month's average usage, whichever is greater; and
2. pay the balance in monthly installments up to the cost of one month's average usage or one-tenth of the balance, whichever is greater.

D. If the Customer demonstrates financial need, no downpayment will be required and installments may be as low as \$10 per month above current bills.

E. A payment agreement offered for backbilling may require the Customer to pay the outstanding charges in three or more monthly installments up to the cost of one month's average usage or one twenty-fourth of such charges, whichever is greater.