

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

Leaf No. 50  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

### H.

I. If a Customer is dissatisfied with the resolution of the complaint by the Company, the Customer may complain orally or in writing to the Commission. Where the complaint procedures of the Public Service Commission have been invoked and it is determined that the disputed service has been rendered, or that the disputed charge or deposit is proper, in whole or in part, the Customer's service shall not be discontinued for failure to pay the amount found appropriate until at least fifteen days' notice of the Commission's determination, where personal service is made upon the person supplied, or at least eight days after mailing of such notice.

### 17. RESTORATION OF SERVICE CHARGE:

When water service has been discontinued on written order of the Customer or for non-payment of bills or for violation of these rules and service is again desired by the same Customer, including seasonal Customers, a fee in accordance with that set forth under Service Classification No. 8 (Miscellaneous Service – Restoration Charges) of this tariff will be charged.

### 18. AUTHORITY OF AGENTS OR EMPLOYEES:

No agent or employee of the Company shall have authority to bind it by any promise, agreement or representation not provided in this Schedule or the Rules and Regulations of the Company, or in any way inconsistent therewith, nor shall any agent or employee of the Company have any authority to modify any provision in this Schedule.

### 19. CHANGE IN SCHEDULE FOR WATER SERVICE:

A. The Company reserves the right to terminate, change, revise or supplement this Schedule or its Rules and Regulations, to the extent permitted by Law, or permitted by the applicable regulations of the state regulatory body having jurisdiction.

B. Bills for all meter reading periods affected by a change in rates will be pro-rated and computed on the basis of average daily use.

### 20. BUDGET BILLING:

Customers shall have the option to enroll in a voluntary program to pay for water services in equal estimated monthly installments. The total service for a 12-month period will be averaged over 11 months and may be paid in 11 equal monthly installments. The estimated budget amount will be subject to review and adjustment semi-annually on a cyclical basis. Final adjustments and/or refunds as required will be made in the twelfth month.

### 21. NO WAIVER:

The failure of the Company to insist in any one or more instances upon strict compliance with any provision of this Schedule shall not be construed as a waiver or relinquishment of right of the Company thereafter, to require compliance with such provisions of this Schedule.