

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

Leaf No. 49
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

16. COMPLAINT HANDLING PROCEDURES:

The following procedures are established for the handling of complaints:

A. Any complaint filed with the Company by any Customer in regard to any bill for service rendered or any deposit required will be promptly acknowledged, and fairly investigated in a reasonable period of time. Customers or Applicants may call the Company office with any questions or problems.

B. Each complaint must include the following:

1. The complainant's name, address and if obtainable, account number.
2. A brief description of the act or omission complained of, with the approximate date thereof.

C. The result of the Company's investigation will be promptly reported to the complaining Customer in plain language. Where the report is made orally, the Company will provide the Customer with the report in writing upon request.

D. Pending the said investigation, service will not be discontinued, nor shall a new notice of discontinuance be issued; provided, however, that the Customer will be required to pay the undisputed portion of a disputed bill or deposit, which may include bills for current usage.

E. If, after the completion of such investigation, the Company determines that the disputed service has been rendered, or that the disputed charge or deposit is proper, in whole or in part, the Company will require the full bill or deposit or the appropriate portion thereof to be paid; in such event, or where the resolution of the Complaint is otherwise wholly or partially in the Company's favor, appropriate notice of the determination shall be given to the Customer, and the Company shall include a statement advising the Customer of the availability of the Public Service Commission's complaint handling procedures, including the Commission's address and telephone number.

F. If a Non-Residential Customer fails to pay such required amount after receipt of notice, service to such Non-Residential Customer will not be discontinued until at least five days after notice of the Company's determination, where personal service is made upon the person supplied, or at least eight days after mailing of such notice; provided further that no discontinuance shall occur during such period as the Company is precluded from doing so in accordance with the Rules and Regulations of the Public Service Commission.

G. If a Residential Customer fails to pay such amount after receipt of notice, service to such Residential Customer will not be terminated until at least 15 days after the Company provides the Customer with the results of the investigation, as long as the Customer pays the undisputed portions of the bills for service, which may include bills for current usage.