

P.S.C. No. 1 – Water  
SUEZ Water New York Inc.  
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## GENERAL INFORMATION

### 1.1 Definitions

A. An “Access Controller” is a party known to the Company to be in control of access to the metering equipment at a Customer’s premises and to have an active account of its own with the Company.

B. An “Actual Reading” is one obtained by a utility employee from the meter or from a device which receives a reading from the meter itself, such as automatic meter reading equipment.

C. “Arrears” are charges for which payment has not been made more than 20 calendar days after payment was due. A payment is considered to be made on the date when it is received by the Company or its authorized agents. Payment is due whenever specified by the Company on its bill, as long as the date is not before the bill is hand-delivered to the Customer, or less than three calendar days after the bill is mailed.

D. A “backbill” is any bill or any portion of a bill, other than a levelized bill, which represents charges for services that were actually delivered to the Customer’s premises during a period before the current billing cycle, which were not previously billed.

E. A “blind person” is a person who has central visual acuity of 20/200 or less in the better eye with the use of a corrective lens. An eye with a limitation in the field of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees, shall be considered as having a central visual acuity of 20/200 or less.

F. A “disabled person” is a person with a physical, mental or medical impairment resulting from anatomical, physiological or neurological conditions which prevents the exercise of a normal bodily function or is demonstrable by medically accepted clinical or laboratory diagnostic techniques, as defined in the Human Rights Act (Executive Law, Section 292 (21)); or a person who is unable because of mental or physical problems to manage his or her own resources or to protect himself or herself from neglect or hazardous situations without the assistance of others.

G. “Heat-related service” is water service which is necessary for the on-going operation of a Customer’s primary heating system.

H. A “multiple dwelling” is a dwelling designed to be occupied by three or more families living independently of each other, as defined in the Multiple Residence Law.

J. A “Non-Residential Customer” is a person, corporation, or other entity receiving service who is not a Residential Customer.