

P.S.C. No. 2 – Water  
SUEZ Water New York Inc.  
Initial Effective Date: August 1, 2020

Leaf No. 37  
Revision: 0  
Superseding Revision:

#### 10.5 Discontinuance of Residential Service – Special Procedure

Special emergency procedures, required by 16 NYCRR §14.5 provide special protections for specified Residential Customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather periods for premises with heat-related service.

#### 10.6 Reconnection of Service

A. The Company will reconnect residential service that has been terminated within 24 hours of the Customer's request for reconnection, unless prevented by circumstances beyond the Company's control or unless a Customer requests otherwise,

1. upon receipt of the full amount of arrears for which service was terminated;
2. upon correction of willful waste of water issue;
3. upon receipt of a signed payment agreement covering the full amount of arrears for which service was terminated, and any applicable charge for restoration of service, and the receipt of a down payment, if required under that agreement; upon direction by the Commission or its designee; or where the Company has received notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required for health or safety reasons will be resolved in favor of reconnection.

B. Where circumstances beyond the Company's control prevent reconnection within 24 hours, the Company will immediately attempt to notify the Customer and reconnect service within 24 hours of the elimination of those circumstances.

### 11. TERMINATION PROCEDURES – RESIDENTIAL CUSTOMERS:

#### 11.1 Final Termination Notice

Final Termination Notices shall contain the information required by 16 NYCRR S.14.4. (b), and shall not be issued until at least 20 calendar days after the date payment was due, nor shall a final termination notice be issued for non-payment of disputed charges while a complaint is pending before the Company or the Commission as provided in 16 NYCRR S.12.3.

#### 11.2 Physical Termination of Service

A. The Company will not terminate service until at least:

1. 15 calendar days after a final termination notice has been given personally to the Customer or

Cancelled by supplement No. 6 effective 01/23/2023