

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

Leaf No. 25
Revision: 0
Superseding Revision:

2. The second notice will advise the customer or access controller that unless access to the Customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller before that date, a no-access charge of \$25.00 will be added to the access controller's next bill and an additional no-access charge of \$25.00 will be added to every bill thereafter until access to the Customer's meter is obtained. The notice will advise the access controller that the utility will arrange a special appointment for a reading of the Customer's meter.

3. The third notice will advise the customer or access controller that a no-access charge has been added to the customer or access controller's bill and that it will be added to each successive bill until an actual meter reading is obtained. The notice must advise the access controller that the utility will arrange a special appointment for a reading of the Customer's meter.

4. The fourth and each successive notice will advise the access controller that the no access charge has been added to the access controller's bill.

In cases where it is found that a meter has ceased to register or has registered inaccurately and the percentage of inaccuracy cannot be determined by reasonable test, an estimated bill for the billing period immediately proceeding the date when such meter was foueffective and for the period from said date to the date of replacement of the meter, may be rendered the Customer.

5.5 Backbills for Residential Customers

A. Explanation for Backbill

1. Every backbill must contain a written explanation of the specific reason for the backbill, and if the bill covers more than a 24-month period, a statement as to why the billing was not limited in Section C Limitations on Backbilling Period.

2. Every backbill must contain all required information applicable under section dealing with Contents of Bills of this Tariff.

3. A backbill must be accompanied by an offer of a payment agreement in accordance with the section dealing with Deferred Payment Agreements of this Tariff, if applicable.

B. Limitations on Issuance of Backbills

1. The Company may not issue a backbill more than 180 calendar days after the Company actually became aware of the circumstance, error or condition that caused the underbilling.

2. The Company may not upwardly revise a backbill, and must issue a downwardly revised backbill as soon as reasonably possible and within two months after the Company becomes aware that the first backbill was excessive.

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