P.S.C. No. 1 – Water
SUEZ WATER OWEGO-NICHOLS INC.
Initial Effective Date: August 1, 2018

Leaf No. 20
Revision: 2
Superseding Revision: 0

GENERAL INFORMATION

C.   The Company will terminate service only between the hours of 8:00 a.m. and 4:00 p.m., on Mondays through Thursdays provided that such day or the following day is not:

   1.   a Public Holiday or day on which the main business office of the Company is not open for business. Public Holiday shall refer to those holidays enumerated in the General Construction law.
   2.   a day the offices of the Public Service Commission are closed.

D.   The Company will not terminate service unless:

   1.   it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the notice period required by this tariff; and
   2.   it has verified that on the day termination is scheduled payment has not been posted to the Customer's account as of the opening of business on that day, or has complied with established procedures.

E.   The Company will not terminate service more than 60 calendar days after issuance of the final termination notice unless it has updated the original notice to include the current arrears.

F.   The Company will not terminate service while a complaint is pending before the Public Service Commission and for 15 calendar days after resolution by the Company or by the Public Service Commission or its designee, for nonpayment of the disputed charges. Nothing prevents the Company from terminating service for nonpayment of undisputed charges.

G.   The Company will not terminate service during a two-week period encompassing Christmas Day and New Year's Day

14.3   POSTING OF PAYMENTS - RESIDENTIAL

The Company will insure that any payment made in response to a final termination notice (when the Customer brings the fact that such a notice has been issued to the attention of the Company or its authorized agents):

A.   will be posted to the Customer's account on the day payment is received; or

B.   will in some manner stop the termination process so that termination will not occur.

Issued in Compliance with Order 17-W-0528 Issued and Effective July 13, 2018
by Christopher J. Graziano, V.P. & Gen Mgr., 360 West Nyack Road, West Nyack, NY 10994