

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

Leaf No. 30  
Revision: 2  
Superseding Revision: 0

### GENERAL INFORMATION

#### H. Broken Agreements

1. If a Customer fails to make timely payments in accordance with a payment agreement, the Company will send a reminder notice at least eight calendar days before the day when a final termination notice will be sent.
2. If by the twentieth calendar day after payment was due, the Company has not received payment or negotiated a new agreement, the Company may demand full payment of total outstanding charges and send final termination notice.
3. If Customer demonstrates that his or her condition has changed due to circumstances beyond his or her control, the Company will renegotiate the agreement.
4. If a Customer has established a payment agreement to avoid shut off, and that customer fails to make timely payments in accordance with a payment agreement, and the payment agreement is broken, the Company can terminate service immediately.

#### 18. INSPECTIONS - RESIDENTIAL

##### A. Right to Inspect

1. A Company representative may enter, at all reasonable times, any location supplied with service by the Company for inspection and examination of its equipment related to the provision of such service.
2. A Company representative may not enter locked premises without the permission of a person lawfully in control of the premises, unless explicitly authorized by court order or when an emergency may threaten the health or safety of a person, the surrounding area or the utility's distribution system.

##### B. Duty to Inspect

The Company will conduct a field inspection as soon as reasonably possible, but no more than 60 calendar days after a reasonable Customer request or a directive by the Commission or its designee.

#### 19. HYDRANTS - PUBLIC

- A. Hydrant usage is exclusively for the benefit of Public Fire Protection. Within one week from the date of usage, the fire department will report the amount of water that they used from hydrants for Public Fire Protection only. There is no additional charge to these communities for this usage. Hydrants are to be used for the sole purpose of fighting a fire only.