

P.S.C. No. 1 – Water
SUEZ WATER OWEGO-NICHOLS INC.
Initial Effective Date: November 14, 2016

Leaf No. 27
Revision: 0
Superseding Revision:

GENERAL INFORMATION

Upon discontinuance of service, the Company will promptly refund to the Customer the pro rata amount of every advance payment for any service after said discontinuance, said refund to be based upon the relation of the period after the discontinuance of service to the entire period for which said advance payment was made after deducting the proper charge for any water consumption.

The above rules relative to discontinuance of service and refunds of advance payments do not apply to "Public Fire Protection" when such services are the only ones rendered.

E. **Rendering of Bills**

Bills for general Customers will be rendered quarterly in arrears, and will include the minimum charge plus the charges for excess water used during the preceding period over the minimum allowance, as provided in Service Classification No. 1.

F. **Bad Check Charge**

Should the Company receive a negotiable instrument from the Applicant or Customer in payment of any bill, charge or deposit and such instrument be subsequently dishonored or be uncollectible for any reason, the Company shall charge the Applicant or Customer a handling charge as specified in Leaf No. 52, Miscellaneous Services Fees.

17. **DEFERRED PAYMENT AGREEMENTS - RESIDENTIAL CUSTOMERS**

- A. The Company will provide a written offer of a payment agreement to an eligible Customer or Applicant at the following times:
1. Not less than five calendar days before the date of the scheduled termination of service for nonpayment of arrears, as indicated on a final termination notice, or eight calendar days, if mailed;
 2. When payment of outstanding charges is a requirement for acceptance of our application for service; and
 3. When it renders a backbill which is more than \$100; provided, however, that the Company is not required to offer an agreement under this subparagraph where the Customer's culpable conduct caused or contributed to the underbilling.