

P.S.C. No. 1 – Water  
United Water New York Inc.  
Initial Effective Date: **March 27, 2016**

Leaf No. 43  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

### 11.3 Payment at the Time of Termination of Service

A. If a Customer claims that payment has already been made at the time that termination for nonpayment is to take place and produces as proof a written business record of payment, or claims that there is a complaint pending before the Company or the Public Service Commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with a Company office representative and will not terminate service for nonpayment of any verified disputed amount.

B. At the time of termination, if either payment of the full amount is offered, or if a Customer agrees to sign a payment agreement in accordance with this tariff and offers payment of any required down payment, the Company representative shall have to option to either:

(a) accept payment **by check** or

(b) allow the customer to **contact the Company and provide a confirmation number that payment has been made to the Company representative in the field.**

C. Whenever payment is accepted by the Company at the time of termination, the Company's field representative must provide the Customer with a receipt which must include the date, the account number, the amount received, the form of the payment and either the name or identification number of the Company representative.

### 11.4 Dishonored Checks

A. If within the last 12 months a Customer has paid for service with a check that was subsequently dishonored, the Company has the right to accept only cash, certified check or money order from that Customer at the time of termination.

B. Receipt of a subsequently dishonored check in response to a termination notice is not payment of a Customer's account and the Company is not required to issue an additional notice before termination, as long as the final termination notice warns the Customer of this possibility.

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