

P.S.C. No. 1 – Water
SUEZ WATER OWEGO-NICHOLS INC.
Initial Effective Date: **September 25, 2017**

Leaf No. 28
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

- B. If payment of outstanding charges is a requirement for reconnection, the Company will offer the Customer a payment agreement. The Company will also inform the Customer that he or she may opt to have the agreement include any applicable reconnection charge and/or legal fee, specifying the amount of such charge.
- C. A deferred payment agreement shall:
1. Be fair and equitable considering the Customer's financial circumstances; however the Company may require a Customer or Applicant to complete in confidence a form showing assets, income and expenses and provide reasonable substantiation of the information on that form; and
 2. Provide for installments as low as \$10 per month and no down payment when the Customer demonstrates financial need for such terms but need not provide for monthly installments of less than \$10; and
 3. Provide for any size or no down payment and installments on any schedule over any period of time, and cover any outstanding charges if mutually agreed to by the parties.
- D. The Company will renegotiate and amend a payment agreement if the Customer or Applicant demonstrates that his or her financial circumstances have changed significantly because of conditions beyond his or her control.
- E. The Commission or its designee may order the Company to offer a payment agreement in accordance with this section when the parties have been unable to reach an agreement or where an agreement is necessary for the fair and equitable resolution of a complaint.
- F. Eligibility
1. A Customer or Applicant is eligible for a payment agreement and will be offered one unless:
 - (a) The Customer is a seasonal, short-term or temporary Customer; or
 - (b) **The Customer has broken an existing payment agreement in the last 12 months; or**
 - (c) The Commission or its designee determines that the Customer or Applicant has the resources available to pay the bill.