

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

Leaf No. 29  
Revision: 1  
Superseding Revision: 0

### GENERAL INFORMATION

2. If the Company believes that a Customer or Applicant has the resources available to pay the bill in full or where the Company and Customer are unable to agree on a payment agreement covering amounts that exceed the cost of twice the Customer's average yearly usage, either the party may seek a determination from the Commission or its designee in accordance with the following procedure:
  - (a) The Company will immediately notify the Customer or Applicant and the Commission or its designee of its position;
  - (b) The Company will give the Customer or Applicant written notice summarizing the procedures under this paragraph in clear and understandable language;
  - (c) Until a determination is made by the Commission or its designee, the Company will postpone any termination activity, and restore service or provide service if so directed by the Commission or its designee, as long as the Customer or Applicant pays current bills and terms of a payment agreement established by the Commission or its designee.

#### G. Terms of Agreement

1. A payment agreement will require the Customer or Applicant to pay all current bills on time.
2. Unless otherwise agreed to by the Company and the Customer, the Company will offer a payment agreement that covers amounts up to the cost of twice the Customer's average annual usage. The downpayment may include any amount owed in excess of twice the Customer's average annual usage. If the Customer and Company are unable to agree upon a payment agreement under these circumstances, either party may seek a determination from the Commission or its designee.
3. A payment agreement offered for nonpayment of arrears, upon application for service or upon request for reconnection, may require the Customer or Applicant to:
  - (a) make a down payment of up to 20% of the amount covered by the agreement or the cost of one month's average usage, whichever is greater; and
  - (b) pay the balance in monthly installments up to the cost of one month's average usage to one-tenth of the balance, whichever is greater.