

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

Leaf No. 19
Revision: 1
Superseding Revision: 0

GENERAL INFORMATION

- (c) The changes are necessary to adjust estimated bills;
 - (d) When the Customer's culpable conduct caused or contributed to the delay in billing;
- 3. Failing to pay amounts due under a payment agreement;
- 4. Failing to pay, or agree in writing to pay, equipment and installation charges relating to the initiation of service
- 5. Failing to pay a required deposit;
- 6. When there is no Customer and service is being provided through tampered equipment;
- 7. When there is no Customer and the Company has provided advance written notice to the occupant, either by posting or mailing 10-30 days before disconnection, stating:
 - (a) The Company intends to disconnect service unless the responsible party applies for service and is accepted as a Customer;
 - (b) The location of the nearest Company business office where the application can be made;
- B. The Company will not terminate service for nonpayment of bills to any person it knows to be receiving public assistance, if payment for such service is to be made directly to the Company by the Department of Social Services or the local Social Services official.

14.2 PHYSICAL TERMINATION OF SERVICE - RESIDENTIAL

- A. The Company will not terminate service until at least:
 - 1. 15 calendar days after final termination notice has been given personally to the Customer or
 - 2. 18 calendar days after a final termination notice has been mailed to the Customer at the service location or mailed to an alternative address that has been provided by the Customer for mailing purposes.
- B. If the alternative address has been used, the Company will mail notice of the scheduled termination to the premises where service is rendered 10 calendar days after the final termination notice was mailed to the alternative address.