

P.S.C. No. 1 – Water
SUEZ WATER OWEGO-NICHOLS INC.
Initial Effective Date: August 1, 2018

Leaf No. 11
Revision: 2
Superseding Revision: 0

GENERAL INFORMATION

- B. The Company may not require a deposit from:
1. a Customer or Applicant who is known to the Company as a recipient of public assistance, supplemental security income benefits or additional state payments; or
 2. a Customer or Applicant who is known to the Company as an elderly, blind or disabled person, unless that Customer's service was terminated for nonpayment within the preceding six months.

If a deposit is authorized by this section, the Company must offer a Customer, except for a seasonal, short-term or temporary Customer, the opportunity to pay the deposit in installments, considering the Customer's financial circumstances in good faith.

C. Deposit Calculation

The amount of deposit must not be more than the cost of twice the Customer's average monthly usage, except in the case of Customers whose usage varies widely, where the deposit must not be more than the cost of twice the average monthly usage for the peak season.

The amount of the deposit must be based on service used during the previous 12-month period, as shown by any relevant billing history, and any relevant information concerning expected use.

D. Deposit Review

The Company will, at least annually, review the billing history of every Customer who has a deposit with the Company to assure that a deposit may still be required and that the amount of the deposit is not more than the amount allowed.

If review shows that the deposit held falls short of the amount that the Company may lawfully require by 25 percent or more, the Company may require the payment of an additional deposit amount from the Customer.

If a review shows that the deposit held exceeds the amount that the Company may lawfully require by 25 percent or more, the Company will return the excess deposit to the Customer.

If a request of a Customer for a downward revision of the deposit is substantiated by the Customer's billing history, the Company will return any portion of the deposit that is more than the amount the Company may lawfully require.