

P.S.C. No. 1 – Water  
SUEZ WATER OWEGO-NICHOLS INC.  
Initial Effective Date: November 14, 2016

Leaf No.31  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 20. BACKBILLING FOR RESIDENTIAL CUSTOMERS

#### A. Limitations on Issuance of Backbills

The Company will not issue a backbill more than six months after the Company actually became aware of the circumstance, error or condition that caused the underbilling.

The Company will not upwardly revise a backbill, and must issue a downwardly revised backbill as soon as reasonably possible and within two months after the Company becomes aware that the first backbill was excessive.

#### B. Limitations on Backbilling Period

When the failure to bill earlier was due to a Company deficiency, the Company will limit the backbilling period to 12 months before the Company actually became aware of and corrected the circumstance, error or condition that caused the underbilling, unless the Company can demonstrate that the Customer's culpable conduct caused or contributed to the original underbilling.

When the failure to bill earlier was not due to a Company deficiency, the Company will limit the backbilling period to 24 months before the Company actually became aware of and corrected the circumstance, error or condition that caused the underbilling, unless the Company can demonstrate that the Customer's culpable conduct caused or contributed to the original underbilling.

### 21. FROST PROVISION

Extension of pipe line facilities are not normally made when the ground in which such pipes and connections are required to be laid shall be frozen or shall otherwise present serious obstacles to laying the same.

### 22. SPRINKLING OR IRRIGATION

The charge for water services under Service Classification No.1 includes the use of water for sprinkling or irrigation. There may be times when, in the opinion of the Company it may be necessary to restrict the use of this service to certain definite periods or to prohibit it entirely. In this event, all Customers will be notified.

### 23. RULES RELATING TO THE INSTALLATION OF MAINS, SERVICE CONNECTIONS AND FACILITIES AND EXTENSIONS

A. The Corporation will furnish, place, construct, operate, maintain and when necessary replace at their own cost and expense all mains, service pipes,