

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

Leaf No. 5  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- L. A “deferred payment agreement” or “payment agreement” is a written agreement for the payment of outstanding charges over a specific period of time.
- M. A “delinquent residential customer” is a Customer who has made two or more consecutive late payments within the previous 12 months.
- N. A “disabled person” is a person with a physical, mental or medical impairment resulting from anatomical, physiological or neurological conditions which prevents the exercise of a normal bodily function or is demonstrable by medical accepted clinical or laboratory diagnostic techniques, as defined in the Human Rights Act (Executive Law, Section 292 (21)); or a person who is unable because of mental or physical problems to manage his or her own resources or to protect himself or herself from neglect or hazardous situations without the assistance of others.
- O. “Heat-related service” is water service which is necessary for the on-going operation of a Customer’s primary heating system.
- P. A “late payment” is any payment made more than 20 calendar days after the date payment was due.
- Q. A “multiple dwelling” is a dwelling designed to be occupied by three or more families living independently of each other, as defined in the Multiple Dwelling Law or Multiple Residence Law.
- R. The word “premises” as used herein shall designate:
  - 1. A building under one roof owned or leased by one Customer, and occupied as one residence or one place of business, or
  - 2. A combination of buildings owned or leased by one Customer, in one common enclosure occupied by one family, or one corporation or firm, as a residence or place of business, or
  - 3. Each unit of a multiple house or building separated by a solid vertical partition wall occupied by one family or one firm, as a residence, or place of business, or
  - 4. A building owned or leased by one Customer having a number of apartments, offices or lofts which are rented to tenants and using in common, one hall and one of more means of entrance, or
  - 5. A building two or more stories high under one roof owned or leased by one Customer having an individual entrance for the ground floor occupants and one for the occupants of the upper floors.