

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

Leaf No. 4  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

1. **TERRITORY TO WHICH SCHEDULE APPLIES:**

Owego, and the Village and Parts of the Town of Nichols, Tioga County, New York

2. **DEFINITIONS:**

- A. An "actual reading" is one obtained by a utility employee from the meter or from a device which receives a reading transmitted from the meter itself.
- B. An "Applicant" is a person who has made a request or has had a request made by a third party on his or her behalf, for water service for his or her own residential use.
- C. "Arrears" are charges for which payment has not been made more than 20 calendar days after payment was due. A payment is considered to be made on the date when it is received by the utility or one of its authorized agents. Payment is due whenever specified by a utility on its bill, as long as the date is not before the bill is hand-delivered to the Customer, or less than three calendar days after the bill is mailed.
- D. A "backbill" is any bill or any portion of a bill, other than a levelized bill, which represents charges for service that was actually delivered to the Customer's premises during a period before the current billing cycle, which was not previously billed.
- E. A "blind person" is a person who has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye with a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees, shall be considered as having a central visual acuity of 20/200 or less.
- F. A "business day" is any Monday through Friday when a utility's business offices are open.
- G. A "cold weather period" is that period of time beginning November 1<sup>st</sup> of each year and ending April 15<sup>th</sup> of the following year.
- H. "The Commission" is the New York State Public Service Commission.
- I. The "Company" or "Corporation" is SUEZ Water Owego-Nichols Inc. acting through its Officers, Manager or other duly authorized employees or agents.
- J. "The Consumer Services Division" is the Consumer Services Division of the New York State Department of Public Service.
- K. A "Customer" is the party supplied with water service, subject to application to the Company.

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