

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

Leaf No. 21  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

#### **14.4 PAYMENT AT THE TIME OF TERMINATION OF RESIDENTIAL SERVICE**

- A. If a Customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the Commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with a Company office representative and will not terminate service for nonpayment of any verified disputed amount.
- B. At the time of termination, if payment of the full amount that forms the basis for a scheduled termination is offered, or if a Customer agrees to sign a payment agreement and offers payment of any required downpayment, the Company representative will not terminate service. The Company representative may either accept payment or allow the Customer an extension of time of not less than one business day to go to a business office to make payment or arrange for payment. However, if the Customer fails to make payment or arrange for payment within the specified time, the Company may terminate service without further notice.
- C. If a Customer has, within the last 12 months, paid for service with a check that was dishonored, the Company has the right to accept only cash, certified check, or money order as payment at the time of termination.
- D. Whenever payment is made at the time of termination, the Company's field representative will provide the Customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the utility representative.

#### **14.5 VOLUNTARY THIRD PARTY NOTICE PRIOR TO DISCONTINUANCE OF SERVICE**

- A. The Company shall permit a Residential Customer to designate a third party to receive a copy of every notice regarding termination of service sent to such Residential Customer, provided that such party indicates in writing his or her willingness to receive such notice. The Company will promptly notify the Residential Customer in writing if the third party refuses or later decides not to accept such notice.
- B. The Company will inform the third party that the agreement to receive notices does not mean the third party must pay for the services provided to the Customer.