

P.S.C. No. 1 – Water
United Water Westchester Inc.
Initial Effective Date: January 11, 2009

Leaf No. 51
Revision: 0
Superseding Revision: 0

26.3 Contents of Offer

Every offer of a payment agreement must:

- (a) Inform the customer or applicant of the availability of a payment agreement for eligible customers;
- (b) set forth generally the minimum terms to which such customer or applicant is entitled;
- (c) explain that alternate terms may be possible;
- (d) state the date by which the customer must contact the Company in order to avoid termination, if applicable;
- (e) specify the Company's telephone number and the times to call in order to discuss an agreement; and
- (f) state that if further assistance is needed, the customer or applicant should call the Commission at a specified telephone number.

26.4 Terms of Agreement

- (a) A payment agreement must require the customer or applicant to pay all current bills on time.
- (b) Unless otherwise agreed to by the Company and the customer, the Company is required to offer a payment agreement that covers amounts up to the cost of twice the customer's average annual usage. The downpayment may include any amount owed in excess of twice the customer's average annual usage. If the customer and utility are unable to agree upon a payment agreement under these circumstances, either party may seek a determination from the Commission or its designee in accordance with paragraph 26.2 (b) of this Section.
- (c) A payment agreement offered for nonpayment of arrears, upon application for service, or upon request for reconnection, under paragraphs 26.1 (a) (i) or 26.1 (a) (ii) of this Section, may require the customer or applicant:
 - i. to make a downpayment of up to 20 percent of the amount covered by the agreement, or the cost of one month's average usage, whichever is greater; and
 - ii. to pay the balance in monthly installments up to the cost of one month's average usage or one-tenth of the balance, whichever is greater.

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