

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

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Revision: 0
Superseding Revision: 0

- (d) The Company must renegotiate and amend a payment agreement if the customer or applicant demonstrates that his or her financial circumstances have changed significantly because of conditions beyond his or her control.
- (e) The Commission or its designee may order the Company to offer a payment agreement in accordance with this section where the parties have been unable to reach agreement or where an agreement is necessary for the fair and equitable resolution of a complaint.

26.2 Eligibility

- (a) A customer or applicant is eligible for a payment agreement and must be offered one in accordance with paragraphs A (1) through A (6) of this Section, unless:
 - i. the customer is a seasonal, short-term or temporary customer;
 - ii. the customer has broken an existing payment agreement; or
 - iii. the Commission or its designee determines that the customer or applicant has the resources available to pay the bill.
- (b) If the Company believes that a customer or applicant has the resources available to pay the bill in full or where the Company and customer are unable to agree on a payment agreement covering amounts that exceed the cost of twice the customer's average yearly usage, either party may seek a determination from the Commission or its designee, in accordance with the following procedures:
 - i. the Company must immediately notify the customer or applicant and the Commission or its designee of its position;
 - ii. the Company must give the customer or applicant written notice summarizing the procedures under this Section in clear and understandable language;
 - iii. the Commission or its designee will make a determination without undue delay; and
 - iv. until such a determination is made by the Commission or its designee, the Company must postpone any termination activity, and restore service or provide service if so directed by the Commission or its designee, as long as the customer or applicant pays current bills and terms of a payment agreement established by the Commission or its designee.

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