

P.S.C. No. 2 – Water
SUEZ Water New York Inc.
Initial Effective Date: August 1, 2020

Leaf No. 12
Revision: 0
Superseding Revision:

A. Make full payment or enter into a payment agreement for all amounts due and payable which are not the subject of a pending billing dispute, or covered by an existing payment agreement, including:

- (a) residential service provided and billed to prior accounts in the Applicant's name or for which the Applicant is legally responsible;
- (b) other billed tariff fees, charges or penalties; and
- (c) a Customer deposit if required by the Company in accordance with Paragraph 2.2

B. fulfill any applicable requirements of 16 NYCRR 501 and 502 regarding main extensions and service pipes; and

C. Comply with the Company's tariff, local and state Health Department requirements, and any applicable state, city, or local laws, ordinances or regulations.

3. The Company shall be obligated to provide service to any Applicant who meets the requirements of (a), (b) and (c) above no later than five business days after receipt of a completed oral or written application for service except as provided under 16 NYCRR 14.3, except to the extent that obtaining any required approvals for construction shall extend the time.

4. No person shall use water for residential service without first making an application for service. The Company shall provide service to any accepted Applicant whose application for service was previously denied as soon as reasonably possible, but no later than two business days, or such later time as may be specified by the Applicant, after the Applicant has satisfied the conditions for which service was originally denied, or for the reasons specified under 16 NYCRR 14.3.

5. The Company shall make reasonable efforts to contact any Applicant who submits an incomplete application within one business day of the receipt of the application, stating the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.

6. The Company shall not deny an application for service except in a written notice either delivered personally to the Applicant or sent to the Applicant's current business address or any alternative mailing address provided in the application, within three business days of receipt of the application for service.