

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

Leaf No. 36
Revision: 0
Superseding Revision:

(F) Where there is no Customer and service is being provided through tampered equipment.

(G) Where there is no Customer and the Company has provided advance written notice to the occupant, either by posting or mailing 10 – 30 days before disconnection stating;

1. The Company intends to disconnect service unless the responsible party applies for service and is accepted as a Customer, and
2. The location of the nearest Company business office where application can be made.

(H) Willful waste or use of water through improper and imperfect pipes, or by another means. Whenever leakage occurs on pipes and facilities owned by the customer, the customer shall make necessary repairs without delay. If the customer fails to make said repairs within a reasonable time, the Company reserves the right to discontinue the supply until such time as the leak is repaired and all costs incurred by the Company are paid.

(I) Disconnection or tampering with any service pipe, seal, meter or any other appliance owned by the Company.

10.2 Customers Receiving Public Assistance

The Company will not terminate service for nonpayment of bills to any person it knows to be receiving public assistance, if payment for such service is to be made directly to the Company by the Department of Social Services or the Local Social Services official.

10.3 Emergency Discontinuance

The Company may disconnect service to a premise when an emergency may threaten the health or safety of a person, the surrounding area or the Company's distribution system. In such cases, the Company will, if possible provide advance notice to those whose service will be disconnected, and will act promptly to restore service as soon as feasible after disconnection. Where the cause of the disconnection is the condition or nature of the Customer's facilities, the Company shall so notify the Customer, who shall act promptly to correct the situation. Service will be restored to any premise which has been disconnected under this section, before it will be terminated for nonpayment of charges.

10.4 Voluntary Third Party Notice Prior to Discontinuance of Service

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 third 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. The Company will notify the third party that the Agreement to Receive Notice does not mean the third party must pay for the service provided to the Customer.

Cancelled by supplement No. 6 effective 01/23/2023