

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

Leaf No. 38  
Revision: 0  
Superseding Revision:

2. 18 calendar days after a final termination notice has been mailed to the Customer at the service location or mailed to an alternative address that has been provided by the Customer for mailing purposes.

3. if the alternative address has been used, the Company will mail or deliver notice of the scheduled termination to the premises where service is rendered 10 calendar days after the final termination notice was mailed.

B. The Company will terminate service only between the hours of 8:00 a.m. and 4:00 p.m. on Mondays through Thursdays provided that such day or the following day is not

1. a Public Holiday or day on which the main business office of the Company is not open for business. Public Holiday shall refer to those holidays enumerated in the General Construction law.

2. A day the offices of the Public Service Commission are closed.

C. The Company will not terminate service unless:

1. it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the notice period required by this tariff; and

2. it has verified that on the day termination is scheduled payment has not been posted to the Customer's account as of the opening of business on that day, or has complied with procedures established for required posting of accounts.

D. The Company will not terminate service more than 60 calendar days after issuance of the final termination notice that complies with this section or has updated the original notice to include the current arrears.

E. The Company will not terminate service while a complaint is pending before the Public Service Commission and for 15 calendar days after resolution by the Company or by the Public Service Commission or its designee, for nonpayment of the disputed charges.

F. The Company will not terminate service during a two-week period encompassing Christmas Day and New Year's Day.

G. The provisions of this Paragraph 11 shall not apply to Emergency Discontinuances pursuant to Paragraph 10.3 of this Tariff.

### 11.3 Payment at the Time of Termination of Service

A. If a Customer claims that payment has already been made at the time that termination for nonpayment is to take place and produces as proof a written business record of payment, or claims that there is a complaint pending before the Company or the Public Service Commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to

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