

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

Leaf No. 24
Revision: 0
Superseding Revision:

5.2 Rendering of Bills and Contents of the Bill

A. Rendering of Bills

Bills for metered service will be monthly.

B. Contents of Bills

Every Customer bill will contain all information required by law and regulation. Additionally, the Company may provide pertinent messages and information on the bill as long as such information does not interfere with the presentation of the information required.

5.3 Customer's Responsibility for Payment

A. A Customer's responsibility to pay for water service continues from the time service is commenced, pursuant to his application, until ten days written notice is received by the Company of a change of ownership or occupancy of the premises or ten days written notice is received by the Company to discontinue the applicable service. Upon receipt of such notice, the Company will arrange for a final meter reading and billing. The Customer will be given an opportunity to be present at the final meter reading. No allowance will be made in cases of non-occupancy.

B. Discontinuance shall not relieve a Customer of any responsibility he has for surcharge payments, unless the new Customer signs an appropriate agreement, assuming such future surcharge payments.

5.4 Estimated Bills

A. All Customers

When the Company renders an estimated bill for any of the reasons set forth in 16 NYCRR 14.12 (b), the amount paid will be treated as a credit, the amount due being determined by the next meter reading. In general, the estimated bill will be based on the consumption billed in the corresponding month of the previous year. Otherwise, it will be calculated in accordance with an established formula which takes into account the best available data for estimating Customer usage.

If, after bills are estimated for a period of two consecutive months, the Company is unable to obtain an actual meter reading, no access notices shall be sent at the third consecutive month to the customer of record, landlord or access controller. In cases where the access controller is not the Customer, a copy of the notice will also be sent to the Customer. The series of no access notices will be as follows:

1. The first notice will advise the customer or access controller that the utility will arrange a special appointment to read the meter.