

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

Leaf No. 45
Revision: 0
Superseding Revision:

2. It shall have verified on the day disconnection occurs that payment has not been posted to the Customer's account as of the opening of business on that day, or shall have complied with procedures as hereinafter defined.

B. The Company will take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the Customer brings the fact that such a notice has been issued to the attention of the Company or its Collection Agents, shall either:

1. Be posted to the Customer's account on the day payment is received; or

2. Be processed in some manner so that discontinuance will not occur.

15.4 Days Discontinuance Not Permitted

The Company shall not discontinue service to any person for non-payment of bills or for failure to post a required deposit on a Saturday, Sunday, 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.

15.5 Dishonored Negotiable Instruments

A. Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of the Customer's account and the Company shall not be required to issue additional notice prior to discontinuance.

B. The Customer shall be responsible for payment to the Company of the bad check charge herein provided for any dishonored negotiable instrument.

C. Should the Company receive a negotiable instrument from the Applicant or Customer in payment of any bill, charge or deposit and such instrument be subsequently dishonored or be uncollectible for any reason, the Company shall charge the Applicant or Customer a handling charge in accordance with the fee set forth under Service Classification No. 8 (Miscellaneous Service-Bad Check Charge) of this Tariff.

16. COMPLAINT HANDLING PROCEDURES:

The following procedures are established for the handling of complaints:

A. Any complaint filed with the Company by any Customer in regard to any bill for service rendered or any deposit required will be promptly acknowledged, and fairly investigated in a reasonable period of time. Customers or Applicants may call the Company office with any questions or problems.

B. Each complaint must include the following:

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