

P.S.C. No. 1 – Water  
SUEZ WATER OWEGO-NICHOLS INC.  
Initial Effective Date: **September 25, 2017**

Leaf No. 17  
Revision: 1  
Superseding Revision: 0

### GENERAL INFORMATION

- B. Unless a Customer does not have access to the meter or the Customer will be unable to obtain a reliable reading, the Company will, at the time of any unsuccessful attempt to obtain an actual reading, leave at the premises or mail the Customer a meter reading card.
- C. When the Company is unable to obtain actual meter reading of if there is cause to believe an actual read is wrong, it may render an estimated bill. The estimated bill will be calculated in accordance with an established formula which takes into account the best available data for estimating the Customer's usage.
- D. If, after bills are estimated for a period of six consecutive months, the Company is unable to obtain an actual meter reading, "no access notices" will be provided at the next billing cycle to the individual who controls access to the meter. In cases where the access controller is not the Customer, a copy of the notice must be sent to the Customer.

A no-access charge will be added to the third and each successive notice as specified in Leaf No. 51, Miscellaneous Service Fees. The Company at its discretion may suspend temporarily the issuance of the no-access charge if a legitimate reason for non-access is given by the access controller.

### 13. NON-REGISTERING METERS – NONRESIDENTIAL

The reading of a duly installed meter showing the amount of water consumed shall be used for all metered billing purposes except where it appears that the meter has ceased to register or has registered inaccurately.

In all cases where a meter is found to be defective, it shall be immediately replaced by a meter that has been tested and properly adjusted.

In cases where it is found that a meter has ceased to register or has registered inaccurately and it cannot be determined by reasonable test the percentage of inaccuracy, an estimated bill for the billing period immediately preceding the date when such meter was found defective and for the period from said date to the date of replacement of the meter, may be rendered the Consumer but the right to render an estimated bill is strictly limited to such periods and for all other periods the bill shall be the minimum rate provided in the applicable rate schedule. The estimated bill shall be based upon the amount of water consumed in the corresponding period in prior years, except where it appears that there has been a change in the occupancy of the premises or in the use of water, in which case an equitable adjustment shall be made.