

P.S.C. No. 1 – Water  
SUEZ WATER OWEGO-NICHOLS INC.  
Initial Effective Date: August 1, 2018

Leaf No. 9  
Revision: 2  
Superseding Revision: 0

### GENERAL INFORMATION

- (a) as soon as reasonably possible, but no later than two business days after the requirements stated in this Section are met or such later time as may be specified by the Applicant; or
  - (b) within 24 hours, if required by the Commission or its designee.
4. A Customer moving within the service territory of the Company and requesting service within 60 calendar days of the closing of the Customer's prior account is eligible to receive service at the new location, in accordance with this section and such service must be considered a continuation of services in all respects, with any existing payment agreement honored; provided, however, that such Customer's prior service had not been terminated for non-payment at the time of the request.

#### B. Service Application

- 1. A residential application for service may be either oral or written.
- 2. The Company may require an Applicant to complete a written application for service only if:
  - (a) service to the preceding Customer at the premises to be served was terminated for non-payment within the prior 12 months or the current account is subject to a final notice of termination;
  - (b) there is evidence that service has been supplied through tampered equipment;
  - (c) the meter has recorded usage during a period within the previous 12 months when there was no Customer; or
  - (d) the application is made by a third party on behalf of party who would receive service.
- 3. If a written application is not required as a prerequisite to providing service, an oral application for service will be considered complete when the Applicant provides his or her name, address, and, if the Applicant has a prior account, either the address or account number, and answers questions relevant to identifying the Applicant's use of water on the premises, including whether the service will be used primarily for residential purposes.
- 4. A written application for service will be considered complete when information has been provided as required along with proof of the Applicant's identity and responsibility for the water bills for the premises, through submission of appropriate documents. Where a third party applies for service, the third party must submit proof of his or her identity and a written authorization from the Applicant. All submitted documents become part of the application.