

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

Leaf No. 25
Revision: 2
Superseding Revision: 0

GENERAL INFORMATION

14.8 RECONNECTION OF RESIDENTIAL SERVICE

- A. Service which has been discontinued at the curb for non-payment of water charges will be restored within 24 hours of Customer's request, unless prevented by circumstances beyond the Company's control or unless a Customer requests otherwise, in the following situations:
1. Receipt by the Company of the full amount of arrears for which service was terminated, plus a reconnection fee as specified in Leaf No. 52, Miscellaneous Service Fees.
 2. Upon receipt of a signed payment agreement, covering the full amount of arrears for which the service was terminated, and the receipt of a down payment if required. The reconnection fee can be made part of a payment agreement which is entered into at the time service restoration is requested; or
 3. Upon the direction of the Commission or its designee; or
 4. Where the Company has received notice that serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required must be resolved in favor of reconnection.
- B. Whenever circumstances beyond the Company's control prevent reconnection of service within 24 hours of any of the events specified, the Company will immediately notify the Customer and reconnect service within 24 hours after those circumstances cease to exist.
- C. If the Company does not reconnect within 24 hours the Company will pay the Customer for each day or portion of a day that service is not supplied, after the date that service should have been supplied, as follows:
1. \$50 per day or portion of a day in cases involving medical emergencies, the elderly, blind, disabled or heat-related service during cold weather periods, or where the Company has notice that a serious impairment to health or safety is likely to result if service is not restored; or
 2. \$25 per day or portion of a day in all other cases.
 3. Penalty charges will not be applicable if the Commission or its designee determines that the Company had good cause for not reconnecting service within 24 hours. The Company has the burden of showing good cause.