

P.S.C. No. 1 – Water  
SUEZ WATER OWEGO-NICHOLS INC.  
Initial Effective Date: November 14, 2016

Leaf No. 10  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

5. The Company will make reasonable efforts to contact, either by telephone or in person, any Applicant who submits an incomplete application, within one business day of receipt of the application, stating the information and/or documents that must be submitted in order for the application to be considered complete.
6. The Company shall not be obligated to provide short-term, temporary or seasonal service to an Applicant who fails to post a lawfully required deposit.

#### **C. Denial of Application**

1. The Company will make reasonable efforts to immediately contact, either by telephone or in person, any Applicant whose application is being denied.
2. The Company may not deny an application for service unless a written notice was either delivered personally to the Applicant or sent to the Applicant's current address or any alternative mailing address provided in the application, within three (3) business days of receipt of the application for service. An application for service not denied within three (3) business days of receipt is considered accepted.

#### **D. Penalty**

If a utility fails to provide service to an Applicant within the time required by this section, the Company must pay to the Applicant \$25.00 per day for each day or portion of a day that service is not supplied, unless the Commission or its designee determines that the Company had good cause for not providing service within the required time.

### **5. DEPOSIT FOR RESIDENTIAL SERVICE**

- A. The Company may require the payment of a security deposit from:
  1. a seasonal, short-term or temporary Customer(s)
  2. a delinquent Customer, as long as at least 20 calendar days before its request for a deposit, the Company provides the Customer with written notice that the failure to make a specified payment before a specified date may result in a request for a deposit and states how the deposit would be calculated; or
  3. a Customer whose service was terminated for nonpayment during the preceding six months.