

P.S.C. No. 1 – Water  
United Water New York Inc.  
Initial Effective Date: **March 27, 2016**

Leaf No. 27  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

2. The second notice will advise the access controller that unless access to the Customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller before that date, a no-access charge of **\$50.00** will be added to the access controller's next bill and an additional no-access charge of **\$50.00** will be added to every bill thereafter until access to the Customer's meter is obtained. The notice will advise the access controller that the utility will arrange a special appointment for a reading of the Customer's meter. **If the customer and/or access controller schedules an appointment and Company can access the property within 30 days of issuing the penalty, Company will then reverse the \$50.00 fee. If the customer and/or access controller continues to deny access for more than 4 consecutive penalty periods, the Company reserves the right to have the customer install a meter pit at the property line at the customer's cost.**

3. The third notice will advise the access controller that a no-access charge has been added to the access controller's bill and that it will be added to each successive bill until an actual meter reading is obtained. The notice must advise the access controller that the utility will arrange a special appointment for a reading of the Customer's meter.

4. The fourth and each successive notice will advise the access controller that the no access charge has been added to the access controller's bill.

In cases where it is found that a meter has ceased to register or has registered inaccurately and the percentage of inaccuracy cannot be determined by reasonable test, an estimated bill for the billing period immediately proceeding 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 Customer.

### 5.5 Backbills for Residential Customers

Backbills for Residential Customers shall contain an explanation of the specific reason for the backbill, shall include an offer of a deferred payment agreement as provided in this Tariff, and shall otherwise be rendered in accordance with 16 NYCRR S.14.13 and this tariff. The Company shall not issue backbills more than six months after it became aware of the circumstance, error or condition that caused the underbilling, and shall only bill for the period prescribed by regulation.

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Issued by: **C.J. Graziano**, V.P. & Gen. Mgr., 360 West Nyack Road, West Nyack, NY 10994