

PSC No. 1 - Gas
Hamilton Municipal Utilities Commission
Initial Effective Date: September 1, 2014
Filed in compliance with Commission Order issued April 24, 2014 in C. 13-G-0584.

LEAF 52
Revision: 0
Superseding Revision:

XVIII. DISCONTINUANCE OF SERVICE – RESIDENTIAL CUSTOMERS: (Cont'd.)

- b. Processed in some manner so that discontinuance will not occur.

E. Deferred Payment Agreement – Residential:

- i. Generally, the Utilities Commission will offer any eligible residential customer or applicant a deferred payment agreement with specific terms as required by 16 NYCRR 11.10 which sets forth in detail the procedures summarized here. The agreement will be made in duplicate on the form set forth in Form F of this tariff.
- ii. The Utilities Commission will negotiate in good faith with any customer or applicant with whom it has contact so as to achieve an agreement that is fair and equitable considering the customer's financial circumstances.
- iii. The Utilities Commission may require that a customer or applicant complete a form showing assets, income and expenses, and provide reasonable substantiation of the information on that form, provided that all such information shall be treated as confidential.
- iv. A payment agreement must provide for installments as low as \$10 per month and no down payment, when the customer or applicant demonstrates financial need for such terms, but need not provide for monthly installments of less than \$10.
- v. A payment agreement may provide for any size or no down payment, and installments on any schedule over any period of time if mutually agreed to by the parties.
- vi. Eligibility:
 - a. All residential customers and applicants are eligible for an agreement unless the customer has broken an existing payment agreement which required payment over a period at least as long as the standard agreement described below, or the Public Service Commission determines that the customer or applicant has the resources to pay the bill.

Issued by: Sean Graham, Village Administrator, 3 Broad Street, Hamilton, NY 13346