

PSC No. 2 – Water  
UNITED WATER WESTCHESTER INC.  
Initial Effective Date: December 5, 2014

Leaf No. 45  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- (iii) The Commission or its designee determines that the Customer or Applicant has the resources available to pay the bill.
- (2) If the Company believes that a Customer or Applicant has the resources available to pay the bill in full or where the utility and Customer are unable to agree on a payment agreement covering amounts that exceed the cost of twice the Customer's average yearly usage, either party may seek a determination from the Commission or its designee in accordance with the following procedure:
  - (i) The Company must immediately notify the Customer or Applicant and the Commission or its designee of its position;
  - (ii) The Company must give the Customer or Applicant written notice summarizing the procedures under this paragraph in clear and understandable language;
  - (iii) The Commission or its designee will make a determination without undue delay; and until such a determination is made by the Commission or its designee, the Company must postpone any termination activity, and restore service or provide service if so directed by the Commission or its designee, as long as the Customer or Applicant pays current bills and terms of a payment agreement established by the Commission or its designee.

### **21.C. TERMS OF AGREEMENT**

- (1) A payment agreement must require the Customer or Applicant to pay all current bills on time.
- (2) Unless otherwise agreed to by the Company and the Customer, the Company is required to offer a payment agreement that covers amounts up to the cost of twice the Customer's average annual usage. The downpayment may include any amount owed in excess of twice the Customer's average annual usage. If the Customer and Company are unable to agree upon a payment agreement under these circumstances, either party may seek a determination from the Commission or its designee in accordance with paragraph (b)(2) of the section.
- (3) A payment agreement offered for nonpayment of arrears, upon application for service or upon request for reconnection may require the Customer or Applicant to:
  - (i) make a down payment of up to 20% of the amount covered by the agreement or the cost of one month's average usage, whichever is greater; and