

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

Leaf No. 44
Revision: 0
Superseding Revision:

GENERAL INFORMATION

- (iii) When it renders a backbill which is more than \$100; provided however, that a utility is not required to offer an agreement under this section where the Customer's culpable conduct caused or contributed to the underbilling.
- (2) If payment of outstanding charges is a requirement for reconnection, in accordance with the reconnection of residential service section the Company must offer the Customer a payment agreement in accordance with that section. The Company must also inform the Customer that he or she may opt to have the agreement include any applicable reconnection charge and/or legal fee, specifying the amount of such charge.
- (3) A deferred payment agreement shall:
 - (i) Be fair and equitable considering the Customer's financial circumstances; however, the Company may require a Customer or applicant to complete a form showing assets, income and expenses and provide reasonable substantiation of the information on that form; and
 - (ii) Provide for installments as low as \$10 per month and no down payment when the Customer demonstrates financial need for such terms but need not provide for monthly installments of less than \$10; and
 - (iii) Provide for any size or no down payment and installments on any schedule over any period of time, and cover any outstanding charges if mutually agreed to by the parties.
- (4) The Company must renegotiate and amend a payment agreement if the Customer or Applicant demonstrates that his or her financial circumstances have changed significantly because of conditions beyond his/her control.
- (5) The Commission or its designee may order the Company to offer a payment agreement in accordance with this section when the parties have been unable to reach an agreement or where an agreement is necessary for the fair and equitable resolution of a complaint.

21.B ELIGIBILITY

- (1) A Customer or Applicant is eligible for a payment agreement and must be offered one in accordance with subdivision (A) of this section unless:
 - (i) The Customer is a seasonal, short-term or temporary customer; or
 - (ii) The Customer has broken an existing payment agreement; or