

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

Leaf No. 43  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- (h) the date of the latest payment received or the date through which payments have been credited, and the balance carried over from the prior bill, if any;
- (i) whether any charge will be imposed for late payment, if applicable, and the date payment must be received by the Company, in order to avoid a late payment charge;
- (j) the amount of any late payment charge applied during the current billing cycle, if applicable;
- (k) an explanation of any abbreviation or symbol used that is not common English usage;
- (l) a telephone number to call at the Company if the customer has any questions about the bill; and
- (m) for metered accounts:
  - i. whether the bill is based on a reading obtained from the meter itself or from a remote registration device, a customer reading, or an estimation, and if estimated, the reason for the estimation;
  - ii. the next scheduled meter reading date, if applicable; and
  - iii. if the bill is for previously unbilled unmetered service, that the bill is for an estimated amount of service used but previously not billed, the reason the bill was not rendered at the time the service was used, the basis used for calculating the amount of service billed, and the period of the unmetered service.

Nothing in this Section prevents the Company from providing pertinent messages and information on the bill, as long as such information does not interfere with the presentation of the information required by this Section.

### **21.A DEFERRED PAYMENT AGREEMENTS - RESIDENTIAL CUSTOMERS**

- (a) (1) The Company must provide a written offer of a payment agreement to an eligible Customer or applicant at the following times:
  - (i) Not less than five calendar days before the date of the scheduled termination of service for nonpayment of arrears, as indicated on a final termination notice, or eight calendar days, if mailed;
  - (ii) When payment of outstanding charges is a requirement for acceptance of our application for service;