

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

At a session of the Public Service
Commission held in the City of
Albany on January 22, 2026

COMMISSIONERS PRESENT:

Rory M. Christian, Chair
James S. Alesi
David J. Valesky
John B. Maggiore
Uchenna S. Bright
Denise M. Sheehan
Radina R. Valova

CASE 24-W-0431 - Petition of Veolia Water New York, Inc. for
Approval to Reset/Forgive Incremental Customer
Arrears Balances Greater than 120 Days and
Implement a Surcharge.

ORDER AUTHORIZING ARREARS RELIEF AND ESTABLISHING A SURCHARGE
MECHANISM

(Issued and Effective January 26, 2026)

BY THE COMMISSION:

INTRODUCTION

On May 16, 2024, the Commission adopted the terms of a joint proposal establishing Veolia Water New York, Inc.'s (Veolia or the Company) rate plan in the 2024 Rate Order.¹ In light of a significant increase in customer arrears, the terms of the joint proposal included a provision stating the Company could separately petition for Commission approval of a reset/forgiveness of incremental customer arrears balances

¹ Case 23-W-0111, Veolia Water New York, Inc. - Rates, Order Adopting Joint Proposal as Modified and Establishing Rate Plan (issued May 16, 2024) (2024 Rate Order).

greater than 120 days, as well as recovery of any costs related thereto.

On July 3, 2024, Veolia filed a petition requesting Commission authority to waive \$4.9 million in incremental arrears greater than 120 days for commercial and residential customers. In addition, the Company requests authority to defer the waived arrears as a regulatory asset and recover that balance from customers through a surcharge, not to exceed 0.5 percent on a total bill impact. The proposed surcharge would be applicable to the bills of all metered and fire protection customers in the New York Rate District.²

By this Order, the Commission authorizes Veolia to provide a one-time waiver of arrears greater than 120 days for eligible customers, which we define as any residential customer participating in the Company's low-income discount program or a residential customer who self-identifies as a participant in an electric and/or gas Enhanced Energy Affordability Program (EEAP) prior to February 1, 2027.³ The arrears balances waived for eligible customers shall be limited to the arrears balance greater than 120 days as of February 1, 2026. Veolia is directed to implement customer outreach within 30 days of the issuance of this Order to notify its customers of this benefit.

Further, the Commission authorizes the Company to defer the waived arrears. We establish a surcharge mechanism to collect the deferred arrears for the New York Rate District. As

² Case 24-W-0431, Verified Petition of Veolia New York, Inc. for Approval to Reset/Forgive Incremental Customer Arrears Balances Greater Than 120 Days and Implement a Surcharge (filed July 3, 2024), pp. 10-11.

³ Cases 14-M-0565 and 23-M-0289, Generic Proceeding to Examine Energy Affordability for Low Income Customers, Order Adopting Enhanced Affordability Policy and Directing Utility Filing (issued July 17, 2025) (EEAP Order).

we expect a limited balance of waived arrears for the Westchester Rate District, we will address the disposition of the deferred balance for the Westchester Rate District in a future rate proceeding for Veolia. Relatedly, the Commission directs the Company to file a report on or before March 1, 2027, indicating the total number of customers that received arrears relief, the associated dollar amount of arrears waived, and the estimated time period for collection of the deferred arrears balance to be recovered through the surcharge mechanism from customers in the New York Rate District. Finally, the Commission directs the Company to file a surcharge statement, effective March 1, 2027, and an annual report indicating the amounts recovered through the surcharge mechanism until such time that the deferred arrears amount is fully recovered from the New York Rate District customers.

BACKGROUND

Veolia provides water service to approximately 126,500 customers in Rockland, Tioga, Westchester, Orange, and Putnam counties. The 2024 Rate Order addresses the New York Rate District, serving customers of the legacy New York/Forest Park, Owego-Nichols, and Heritage Hills service areas; and the Westchester Rate District, which includes Westchester Rate Districts 1 and 2. The 2024 Rate Order addressed the impacts of the COVID-19 pandemic on Veolia and permitted the Company to seek Commission approval of a reset/forgiveness of customer arrears greater than 120 days, including recovery of costs related thereto.⁴

⁴ Id., p. 35.

Petition

On July 3, 2024, Veolia filed a petition requesting authority to waive incremental arrears greater than 120 days for commercial and residential customers. Specifically, Veolia requests authority to forgive arrears balances that are incremental to the average 120-day arrears balance prior to the COVID-19 pandemic. Veolia proposes to determine this amount based on the arrears balances as of the issuance date of the Commission's Order in this proceeding. When the Company filed its petition, Veolia's residential and commercial total arrears balance greater than 120 days was \$7.2 million, and the Company proposed to waive \$4.9 million in incremental arrears, or approximately 68 percent of the total arrears greater than 120 days. According to the Company, the \$4.9 million represented incremental residential and commercial customer arrears in excess of the Company's pre-COVID arrears level. Subsequent to filing its petition, the Company provided a breakdown by customer group that compared the customer arrears balances greater than 120 days as of April 30, 2024, to the arrears balances as of October 31, 2025.⁵ Based on the data provided, the balance of customer arrears greater than 120 days has decreased from \$7.2 million to \$5.4 million and the number of customers in arrears has decreased from 7,742 to 5,673. For residential customers, the number of customers in arrears decreased from 7,253 to 5,235 with associated arrears of \$6.6 million and \$4.6 million, respectively. For commercial customers the number of customers in arrears decreased from 489 to 438 with associated arrears of \$0.676 million and \$0.650 million, respectively. The Company's petition clarifies that

⁵ Company response to DPS-13.

the Westchester Rate District did not experience a significant increase in arrears.

Veolia requests authority to defer the amount of arrears it waives as a regulatory asset and recover that balance through a surcharge mechanism. Veolia proposes the surcharge mechanism not exceed 0.5 percent of customer bills on a total bill impact, applicable to all customers in the New York Rate District. The Company proposes the surcharge mechanism remain in effect until the amount of arrears that was waived is fully recovered from customers. Veolia estimates such recovery would take approximately 6.5 years. Veolia asserts that such a recovery mechanism has bill impacts within the magnitude targeted by the Commission in Cases 14-M-0565 and 20-M-0266.⁶ Further, Veolia is not requesting to accrue or recover any carrying charges on the deferred balance. In the event the Commission does not approve a surcharge mechanism, Veolia alternatively requests authority to defer the balance of arrears it waives as a regulatory asset for disposition by the Commission in a future rate proceeding.

Veolia states that the increase in customer arrears, in part, stemmed from the Company's compliance with the requirements of Executive Order No. 202, issued March 7, 2020, in which it ceased termination and disconnections of water utility service, shut off notifications, collections calls, and late payment charges during the COVID-19 state of emergency.⁷ Further, Veolia explains that during and following the COVID-19 state of emergency, the Company took several steps to mitigate

⁶ See Cases 14-M-0565 and 20-M-0266, supra, Order Authorizing Phase 2 Arrears Reduction Program (issued January 19, 2023) (Phase 2 Arrears Order).

⁷ N.Y, Exec. Order No 202 (issued March 7, 2020), https://www.governor.ny.gov/sites/default/files/atoms/files/EO_202.pdf.

these arrears balances. For example, as part of the acquisition of SUEZ S.A. by Veolia Environnement S.A., the Company's shareholders funded a reduction of 30 percent of residential customer arrears balances greater than 60 days, which resulted in credit from shareholders of approximately \$3.2 million.⁸ In addition, Veolia sought to mitigate arrears balances through funding from the Low-Income Household Water Assistance Program (LIHWAP). LIHWAP provided federal funds to assist low-income households that had arrears balances related to water and/or sewer service with credits of up to \$2,500 in grant assistance. From January 2022 through December 2023 LIHWAP funding was applied to Veolia's customers arrears balances resulting in a reduction of arrears of approximately \$5.1 million. Finally, Veolia offered grant assistance to qualifying customers through its "Veolia Cares" program that provided eligible customers with grants of up to \$150 towards arrears balances, funded primarily by shareholders. Veolia has also commenced implementation of its Water Affordability Program to provide rate relief to eligible low-income customers.

NOTICE OF PROPOSED RULE MAKING

Pursuant to the State Administrative Procedure Act (SAPA) §202(1), a Notice of Proposed Rulemaking was published in the State Register on September 4, 2024 [SAPA No. 24-W-0431SP1]. The time for submission of comments pursuant to the Notice expired on November 4, 2024. No comments were received.

⁸ Case 21-W-0338, SUEZ S.A. et al. - Acquisition, Order Adopting Joint Proposal (issued December 16, 2021), Attachment 1 (Joint Proposal), pp. 4-5.

LEGAL AUTHORITY

The Commission is responsible for the general supervision of water utilities under Public Service Law (PSL) §89-c. Under PSL §89-b(1), the Commission must ensure that water-works corporations provide service that is safe and reliable, at just and reasonable rates. Pursuant to PSL §89-c(10), the Commission has the legal authority to review proposed tariff leaves of water-works corporations, as well as to approve modify, or reject tariff amendments.

DISCUSSION AND CONCLUSION

The Commission acknowledges the general affordability concern throughout the State and has reservations regarding the impacts that a broad arrears relief reset, as proposed by the Company, could have on non-participating customers who would ultimately pay for the program costs, particularly those residential customers ultimately paying for commercial customer arrears. However, given the unprecedented events, including the COVID-19 pandemic, that led to the increase in customer arrears and the mitigation efforts already taken by Veolia to assist customers, the Commission determines that taking further action to assist customers who are still struggling with paying their water bill is a reasonable action to take at this time. Thus, targeting arrears relief to the Company's most financially vulnerable customers strikes a balance between customers who will receive the benefit and those who will subsidize the relief. For these reasons, the Commission modifies the Company's request. Eligible customers for relief shall be residential customers enrolled in Veolia's low-income discount program and residential customers who self-identify with Veolia as a participant in an electric and/or gas EEAP prior to February 1, 2027. In addition, relief shall be a one-time

credit that will eliminate all of the eligible customer's arrears greater than 120 days based on arrears balances in existence on February 1, 2026. Any subsequent arrears balance after February 1, 2026, shall not be waived or be considered when determining if an eligible customer has arrears greater than 120 days.

Regarding customer eligibility, the Commission acknowledges that the Company has an established process with a nonprofit third-party, NJ Shares, for identifying and enrolling customers into its recently implemented low-income discount program. However, we also define eligible customers as those who are EEAP participants with their electric or gas utility. As the Company does not have direct access to that information, the Company must rely on customers to self-identify as an EEAP participant. The Commission's EEAP Order directed major electric and gas utilities to provide a monthly discount on their utility bill for customers who are income eligible.⁹ Currently, the electric and gas utilities are on track to commence the EEAP in January 2026. Customers enrolled in EEAP would self-identify to Veolia by presenting their electric or gas utility bill to the Company to confirm eligibility for the arrears relief credit authorized by this Order. Because the EEAP will commence in January 2026, to allow time for customers to self-identify as an EEAP participant, Veolia shall consider eligible customers as those customers that meet the requirement (i.e., low-income discount or self-identified EEAP participant) as of January 31, 2027.

In addition, we direct the Company to conduct outreach regarding the availability of this arrears relief opportunity

⁹ Customer income eligibility for EEAP is set at a maximum threshold of either the area median income or the state median income depending on utility and service territory.

within 30 days of the issuance of this Order. The Company's outreach shall include, but not be limited to, information about the potential one-time waiver of arrears, eligibility requirements, and the deadline to qualify for the credit. The Company's outreach shall also encourage participation in Veolia's low-income discount program and EEAP. Furthermore, although recent data provided by the Company indicates a downward trend in customer arrears we encourage the Company to continue working with its customers who have arrears balances that are not relieved by the one-time credits authorized by this Order, to establish deferred payment agreements with these customers.¹⁰

Cost Recovery

The Company proposes to defer the arrears amount it waives as a regulatory asset and to recover the balance through a surcharge mechanism. Further, the Company proposes the surcharge mechanism not exceed 0.5 percent of customer bills on a total bill impact, applicable to all customers in the New York Rate District. In light of the need to provide assistance to customers and the mitigation efforts made by Veolia to reduce the customer arrears balances to date, we find the Company's proposal to be reasonable and allow it to recover the balance of customer arrears waived through this program. Therefore, we authorize the Company to defer the waived arrears in excess of 120 days as a regulatory asset and recover the deferred amount attributable to customers in the New York Rate District via a surcharge mechanism not to exceed 0.5 percent on a total bill impact, applicable to all customers in the New York Rate District. Any over-collection or under-collection of the deferred arrears balance from the New York Rate District, after

¹⁰ Company response to DPS-13.

the conclusion of the surcharge mechanism, shall be addressed in a future rate proceeding for Veolia.

Regarding the Westchester Rate District, the arrears balances greater than 120 days are not anticipated to be material. Therefore, we authorize Veolia to defer any waived arrears for customers in this district as a regulatory asset. We can address the disposition of this deferral in a future rate proceeding for Veolia.

For both rate districts the actual amount of arrears to be waived will not be known until after the one-year enrollment period has concluded. Thus, the Company shall file a report on or before March 1, 2027, indicating the total number of customers that received arrears relief and the total dollar amount of arrears waived for each rate district, as well as the estimated time period for collection of the deferred arrears balance from the New York Rate District through the surcharge mechanism. Veolia shall file a surcharge statement, effective March 1, 2027, as shown in Appendix A of this Order, identifying the surcharge to be collected from the metered and unmetered customers in the New York Rate District. Additionally, the Company shall file an annual report within 30 days of the end of the calendar year, starting January 2028, indicating the amount recovered through the surcharge for that calendar year and to date until such time that the deferred amount is fully recovered from customers. Within 30 days of collection of the total waived arrears balance, Veolia shall file a final report on its total collections and a cancellation supplement, canceling the surcharge statement, on not less than three days' notice. Finally, the Company's petition did not request recovery of any incremental costs or provide any cost estimates associated with providing arrears relief to its customers. Given the fact that the Company recently implemented a low-income program, we expect

such costs, if any, to be able to be addressed within the Company's existing budget.

Newspaper Publication

The Commission waives the requirements of newspaper publication pursuant to Public Service Law §89-c(10) and Title 16 of the New York Codes, Rules and Regulations §720-8.1 and directs Veolia to individually notify its customers of the Commission's decision in this proceeding by bill insert, no later than February 28, 2026, and to file a copy of said notice with the Secretary to the Commission no later than March 20, 2026.

The Commission orders:

1. Veolia Water New York, Inc. is directed to defer arrears greater than 120 days for eligible customers in the New York Rate District and Westchester Rate District, consistent with the directions and limitations discussed in the body of this Order.

2. Veolia Water New York, Inc. is directed to conduct customer outreach within 30 days of the issuance of this Order that shall include, but not be limited to, information about the potential one-time waiver of arrears, eligibility requirements, deadline to qualify, and language encouraging customer participation, consistent with the discussion in the body of this Order.

3. Veolia Water New York, Inc. shall file with the Secretary to the Commission within 60 days of the issuance of this Order a confirmation that it has conducted the required outreach, providing a brief description thereof and copies of the outreach materials.

4. Veolia Water New York, Inc. is directed to file Arrears Forgiveness Surcharge Statement No. 1, effective March 1, 2027, on not less than three days' notice.

5. Veolia Water New York, Inc. shall submit a report to the Secretary to the Commission on or before March 1, 2027, indicating the total number of customers that received arrears relief, the associated waived arrears, and the estimated time period for collection of the deferred arrears balance from the New York Rate District as discussed in the body of this Order.

6. Veolia Water New York, Inc. shall submit a report to the Secretary to the Commission within 30 days following the end of each calendar year indicating the amount recovered through the surcharge for the previous calendar year and cumulatively since the start of the program, and an update on the estimated time period for collection of the deferred arrears balance from the New York Rate District until such time that the deferred amount is fully recovered from customers. The first report shall be filed no later than January 30, 2028, to address surcharge recovered in 2027; the final report shall be filed within 30 days of full recovery of the deferred arrears balance from customers, as discussed in the body of this Order.

7. Veolia Water New York, Inc. is directed to file a cancellation supplement, canceling the Arrears Forgiveness Surcharge Statement, on not less than three days' notice, within 30 days following the collection of the deferred arrears balance from customers through the Arrears Forgiveness Surcharge, as discussed in the body of this Order.

8. The requirements for newspaper publication pursuant to Public Service Law §89-c(10) and Title 16 of the New York Codes, Rules and Regulations §720-8.1 are waived with respect to the tariff amendments directed in Ordering Clause Nos. 4 and 7.

9. Veolia Water New York, Inc. is directed to individually notify its customers of the Commission's decision in this proceeding by bill insert, no later than February 28, 2026, and to file a copy of said notice with the Secretary to the Commission no later than March 20, 2026.

10. In the Secretary's sole discretion, the deadlines set forth in this Order may be extended. Any request for an extension must be in writing, must include a justification for the extension, and must be filed at least three days prior to the affected deadline.

11. This proceeding is closed pending compliance with the above Ordering Clauses.

By the Commission,

(SIGNED)

MICHELLE L. PHILLIPS
Secretary

PSC No. 1 – Water

Veolia Water New York, Inc.

Initial Effective Date: March 1, 2027

Pursuant to Commission Order in Case 24-W-0431, Issued January xx, 2026

Statement Type: AFS

Statement No. 1

ARREARS FORGIVENESS SURCHARGE (AFS)

NEW YORK RATE DISTRICT

APPLICABLE TO USE OF SERVICE FOR THE TOWNS OF RAMAPO, HAVERSTRAW, STONYPPOINT, CLARKSTOWN AND ORANGETOWN IN THE COUNTY OF ROCKLAND AND THE TOWNS OF TUXEDO, WARWICK, AND MONROE IN THE COUNTY OF ORANGE, NEW YORK.

APPLICABLE TO SERVICE FOR RESIDENTIAL, COMMERCIAL, AND GENERAL USE CUSTOMERS IN CARMEL, SUTHEAST, HILLTOP MEADOWS SUBDIVISION, TONETTA LAKE ROAD, NORTH BREWSTER ROAD, TOWN OF SOUTHEAST, DEVELOPMENT OF MISTY HILLS AND TOWN OF PATTERSON IN THE COUNTY OF PUTNAM, AND THE TOWN OF LEWISBORO IN THE COUNTY OF WESTCHESTER, NEW YORK.

APPLICABLE TO USE OF SERVICE FOR CUSTOMERS IN THE TOWN OF SOMERS IN THE COUNTY OF WESTCHESTER, NEW YORK.

APPLICABLE TO USE OF SERVICE FOR OWEGO AND THE VILLAGE AND PARTS OF THE TOWN OF NICHOLS IN THE COUNTY OF TIOGA, NEW YORK.

Applicable to all customers (Single Family Residential, Private Fire Protection, Public Fire Protection, General Service, Multi-Family Residential, Non-Residential, and Service to Other Water Supply Systems)

Effective with this statement, the surcharge for New York/Forest Park/Heritage Hills is 0.XX%.

Effective with this statement, the surcharge for Owego-Nichols is 0.XX%.

I. General Description

To recover customer arrears balance write-offs of greater than 120 days, as authorized in Case 24-W-0431. The AFS will become effective for bills rendered on and after March 1, 2027.

II. Determination of the AFS Surcharge

The AFS surcharge will be a percentage up to 0.50%, carried to two decimal places, and will be applied to the customer service charge and volumetric charges billed to each metered customer as well as to the flat service charge for customers not metered. The AFS surcharge will be imposed on all customer classes until the time when the deferred arrears balance established by the New York State Public Service Commission in Case 24-W-0431 has been fully recovered. At such time, the surcharge will cease. The AFS surcharge and impact shall not exceed 0.50%.

Issued by: Christopher J. Graziano, V.P. & Gen Mgr., 162 Old Mill Road, West Nyack NY 10994

Case 24-W-0431**Petition of VWN Y for Approval to Reset/Forgive Incremental Customer Arrears Balances****Staff of the Department of Public Service
Interrogatory/Document Request**

Request No.: DPS-13
Requested By: Anthony Mannarino
Date of Request: July 28, 2025
Response Due Date: August 7, 2025
Date of Response: August 7, 2025
Subject: Surcharge/Arrears

In all interrogatories, all requests for workpapers or supporting calculations shall be construed as requesting any Word, Excel, or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. Provide the most recent number of customers in arrears greater than 120 days and associated arrears dollars broken down by following customer groups:
 - a. Residential Low-Income;
 - b. Residential Non-Low-Income;
 - c. All residential (low-income and non-low-income);
 - d. Small Commercial;
 - e. Large Commercial;
 - i. SC 6 - Multi-family buildings (subgroup)
 - f. All Commercial (small and large commercial); and
 - g. Private Fire customers and Fire Hydrant customers.
2. For each customer group in Question 1, provide the number of customers who have 120 days or greater arrears as of March 7, 2020, and associated dollar amounts.
3. For each customer group in Question 1, provide the number of customers who have 120 days arrears as of May 1, 2022, and associated dollar amounts.
4. For each customer group in Question 1, provide the amount of current arrears greater than 120 days that are late fees.

Response:

Please refer to DPS-13 Attachment.

Please note the following:

1.
 - d. The Company does not have a definition for a "Small" Commercial customer. For this calculation the distinction between small and large customers was made by determining an average usage for all Commercial customers on May 6, 2020, April 29, 2022, and July 28, 2025, and then averaging those amounts. This

totaled 56 CCFs. Customers with lower usage than 56 CCFs are considered “Small” and customers with higher usage than 56 CCFs are considered “Large”.

- e.
 - i. Multi-Family customers are not a subgroup of Commercial customers and are segregated on the attachment.
2. March 7, 2020 was a Saturday and no arrears report was generated that day. Instead, the Company is providing data from the report that was generated on March 6, 2020.
3. May 1, 2022 was a Sunday and no arrears report was generated that day. Instead, the Company is providing data from the report that was generated on April 29, 2020.
4. The Company’s Customer Care & Billing system is not capable of separating late fees into those below 120 days and those over 120 days. The figures provided represent the total late fees associated with the various customer classes.

Customer Arrears Balances by Customer Class

200 March 6, 2020				046 March 6, 2020				NY Consol March 6, 2020			
\$ Amount	Count over	Count over	Total Late	\$ Amount	Count over	Count over	Total Late	\$ Amount	Count over	Count over	Total Late
over 120	120 Days	120 Days	Fees	over 120	120 Days	120 Days	Fees	over 120	120 Days	120 Days	Fees
Days	Days	Days		Days	Days	Days		Days	Days	Days	
Residential Low Income	-	-	-	Residential Low Income	-	-	-	Residential Low Income	-	-	-
Residential Non-Low-Income	1,774,764	3,213	208,872	Residential Non-Low-Income	107,157	53	134	Residential Non-Low-Income	1,881,921	3,266	209,006
Total Residential	1,774,764	3,213	208,872	Total Residential	107,157	53	134	Total Residential	1,881,921	3,266	209,006
Small Commercial	251,423	284	30,341	Small Commercial	-	-	-	Small Commercial	251,423	284	30,341
Large Commercial	21,071	9	4,725	Large Commercial	-	-	-	Large Commercial	21,071	9	4,725
Fireline Commercial	48,466	25	12,158	Fireline Commercial	-	-	-	Fireline Commercial	48,466	25	12,158
Total Commercial	320,960	318	47,225	Total Commercial	-	-	-	Total Commercial	320,960	318	47,225
Multi-Family Non-Low-Income	42,577	56	6,938	Multi-Family Non-Low-Income	-	-	-	Multi-Family Non-Low-Income	42,577	56	6,938
Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	-	-	-
Private Fire - Res Non-Low-Income	100,775	141	14,541	Private Fire - Res Non-Low-Income	-	-	-	Private Fire - Res Non-Low-Income	100,775	141	14,541
Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-
Private Fire - MF Non-Low-Income	58,022	72	22,752	Private Fire - MF Non-Low-Income	-	-	-	Private Fire - MF Non-Low-Income	58,022	72	22,752
Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-
Total	2,297,097	3,800	300,329	Total	107,157	53	134	Total	2,404,254	3,853	300,462
Residential Check	1,976,137	3,482	253,104	Residential Check	107,157	53	134	Residential Check	2,083,294	3,535	253,238
Commercial Check	320,960	318	47,225	Commercial Check	107,157	53	134	Commercial Check	320,960	318	47,225
	2,297,097	3,800	300,329		107,157	53	134		2,404,254	3,853	300,462

200 Apr 28, 2022				046 Apr 28, 2022				NY Consol Apr 28, 2022			
\$ Amount	Count over	Count over	Total Late	\$ Amount	Count over	Count over	Total Late	\$ Amount	Count over	Count over	Total Late
over 120	120 Days	120 Days	Fees	over 120	120 Days	120 Days	Fees	over 120	120 Days	120 Days	Fees
Days	Days	Days		Days	Days	Days		Days	Days	Days	
Residential Low Income	-	-	-	Residential Low Income	-	-	-	Residential Low Income	-	-	-
Residential Non-Low-Income	5,951,403	4,991	195,898	Residential Non-Low-Income	17,303	55	680	Residential Non-Low-Income	5,968,706	5,046	196,578
Total Residential	5,951,403	4,991	195,898	Total Residential	17,303	55	680	Total Residential	5,968,706	5,046	196,578
Small Commercial	579,026	378	29,277	Small Commercial	-	-	-	Small Commercial	579,026	378	29,277
Large Commercial	198,205	20	4,142	Large Commercial	-	-	-	Large Commercial	198,205	20	4,142
Fireline Commercial	82,513	40	11,356	Fireline Commercial	-	-	-	Fireline Commercial	82,513	40	11,356
Total Commercial	859,743	438	44,775	Total Commercial	-	-	-	Total Commercial	859,743	438	44,775
Multi-Family Non-Low-Income	246,868	103	6,716	Multi-Family Non-Low-Income	-	-	-	Multi-Family Non-Low-Income	246,868	103	6,716
Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	-	-	-
Private Fire - Res Non-Low-Income	127,695	247	12,895	Private Fire - Res Non-Low-Income	-	-	-	Private Fire - Res Non-Low-Income	127,695	247	12,895
Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-
Private Fire - MF Non-Low-Income	71,024	83	22,713	Private Fire - MF Non-Low-Income	-	-	-	Private Fire - MF Non-Low-Income	71,024	83	22,713
Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-
Total	7,256,734	5,862	282,996	Total	17,303	55	680	Total	7,274,037	5,917	283,676
Residential Check	6,396,991	5,424	238,221	Residential Check	17,303	55	680	Residential Check	6,414,294	5,479	238,901
Commercial Check	859,743	438	44,775	Commercial Check	17,303	55	680	Commercial Check	859,743	438	44,775
	7,256,734	5,862	282,996		17,303	55	680		7,274,037	5,917	283,676

200 Jul 28 2025				046 Jul 28 2025				NY Consol Jul 28 2025			
\$ Amount	Count over	Count over	Total Late	\$ Amount	Count over	Count over	Total Late	\$ Amount	Count over	Count over	Total Late
over 120	120 Days	120 Days	Fees	over 120	120 Days	120 Days	Fees	over 120	120 Days	120 Days	Fees
Days	Days	Days		Days	Days	Days		Days	Days	Days	
Residential Low Income	96,415	150	16,218	Residential Low Income	688	4	165	Residential Low Income	97,102	154	16,383
Residential Non-Low-Income	3,716,122	4,147	867,194	Residential Non-Low-Income	1,012	12	861	Residential Non-Low-Income	3,717,134	4,159	868,055
Total Residential	3,812,537	4,297	883,412	Total Residential	1,699	16	1,026	Total Residential	3,814,236	4,313	884,437
Small Commercial	489,202	361	173,623	Small Commercial	-	-	-	Small Commercial	489,202	361	173,623
Large Commercial	127,943	12	16,201	Large Commercial	-	-	-	Large Commercial	127,943	12	16,201
Fireline Commercial	162,991	44	68,049	Fireline Commercial	-	-	-	Fireline Commercial	162,991	44	68,049
Total Commercial	780,137	417	257,873	Total Commercial	-	-	-	Total Commercial	780,137	417	257,873
Multi-Family Non-Low-Income	109,619	64	41,035	Multi-Family Non-Low-Income	-	-	21	Multi-Family Non-Low-Income	109,619	64	41,056
Multi-Family - Low-Income	1,182	2	161	Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	1,182	2	161
Private Fire - Res Non-Low-Income	480,307	278	168,584	Private Fire - Res Non-Low-Income	-	-	-	Private Fire - Res Non-Low-Income	480,307	278	168,584
Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-
Private Fire - MF Non-Low-Income	235,067	76	99,004	Private Fire - MF Non-Low-Income	-	-	-	Private Fire - MF Non-Low-Income	235,067	76	99,004
Private Fire - MF Low-Income	115	1	13	Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	115	1	13
Total	5,418,964	5,135	1,450,081	Total	1,699	16	1,047	Total	5,420,663	5,151	1,451,128
Residential Check	4,638,827	4,718	1,192,209	Residential Check	1,699	16	1,047	Residential Check	4,640,527	4,734	1,193,256
Commercial Check	780,137	417	257,873	Commercial Check	1,699	16	1,047	Commercial Check	780,137	417	257,873
	5,418,964	5,135	1,450,082		1,699	16	1,047		5,420,664	5,151	1,451,129

	3/6/2020	4/28/2022	7/28/2025
Average Commercial	52.3	47.0	68.6
		Average	56.0

Case 24-W-0431**Petition of VVNY for Approval to Reset/Forgive Incremental Customer Arrears Balances**Staff of the Department of Public Service
Interrogatory/Document Request

Request No.: DPS-13
Requested By: Anthony Mannarino
Date of Request: July 28, 2025
Response Due Date: August 7, 2025
Date of Response: August 7, 2025
Subject: Surcharge/Arrears

In all interrogatories, all requests for workpapers or supporting calculations shall be construed as requesting any Word, Excel, or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. Provide the most recent number of customers in arrears greater than 120 days and associated arrears dollars broken down by following customer groups:
 - a. Residential Low-Income;
 - b. Residential Non-Low-Income;
 - c. All residential (low-income and non-low-income);
 - d. Small Commercial;
 - e. Large Commercial;
 - i. SC 6 - Multi-family buildings (subgroup)
 - f. All Commercial (small and large commercial); and
 - g. Private Fire customers and Fire Hydrant customers.
2. For each customer group in Question 1, provide the number of customers who have 120 days or greater arrears as of March 7, 2020, and associated dollar amounts.
3. For each customer group in Question 1, provide the number of customers who have 120 days arrears as of May 1, 2022, and associated dollar amounts.
4. For each customer group in Question 1, provide the amount of current arrears greater than 120 days that are late fees.

Response:

Please refer to DPS-13 Attachment.

Please note the following:

1.
 - d. The Company does not have a definition for a "Small" Commercial customer. For this calculation the distinction between small and large customers was made by determining an average usage for all Commercial customers on May 6, 2020, April 29, 2022, and July 28, 2025, and then averaging those amounts. This

totalled 56 CCFs. Customers with lower usage than 56 CCFs are considered "Small" and customers with higher usage than 56 CCFs are considered "Large".

- e.
 - i. Multi-Family customers are not a subgroup of Commercial customers and are segregated on the attachment.
2. March 7, 2020 was a Saturday and no arrears report was generated that day. Instead, the Company is providing data from the report that was generated on March 6, 2020.
3. May 1, 2022 was a Sunday and no arrears report was generated that day. Instead, the Company is providing data from the report that was generated on April 29, 2020.
4. The Company's Customer Care & Billing system is not capable of separating late fees into those below 120 days and those over 120 days. The figures provided represent the total late fees associated with the various customer classes.

Supplemental Response:

Please refer to DPS-13 Supplemental Attachment for arrears balance details from April 30, 2024 and October 31, 2025.

Customer Arrears Balances by Customer Class

200 Apr 30 2024				046 Apr 30, 2024				NY Cosol Apr 30, 2024			
	\$ Amount		Total Late		\$ Amount		Total Late		\$ Amount		Total Late
	over 120 Days	Count over 120 Days			over 120 Days	Count over 120 Days			over 120 Days	Count over 120 Days	
Residential Low Income	-	-	-	Residential Low Income	-	-	-	Residential Low Income	-	-	-
Residential Non-Low-Income	5,827,772	6,726	927,170	Residential Non-Low-Income	2,549	15	515	Residential Non-Low-Income	5,830,321	6,741	927,685
Total Residential	5,827,772	6,726	927,170	Total Residential	2,549	15	515	Total Residential	5,830,321	6,741	927,685
Small Commercial	541,232	429	106,606	Small Commercial	-	-	-	Small Commercial	541,232	429	106,606
Large Commercial	10,046	12	4,382	Large Commercial	-	-	-	Large Commercial	10,046	12	4,382
Fireline Commercial	124,427	48	33,314	Fireline Commercial	-	-	-	Fireline Commercial	124,427	48	33,314
Total Commercial	675,704	489	144,301	Total Commercial	-	-	-	Total Commercial	675,704	489	144,301
Multi-Family Non-Low-Income	213,868	108	23,707	Multi-Family Non-Low-Income	-	-	-	Multi-Family Non-Low-Income	213,868	108	23,707
Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	-	-	-
Private Fire - Res Non-Low-Income	353,703	311	91,506	Private Fire - Res Non-Low-Income	-	-	-	Private Fire - Res Non-Low-Income	353,703	311	91,506
Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-
Private Fire - MF Non-Low-Income	165,113	93	59,047	Private Fire - MF Non-Low-Income	-	-	-	Private Fire - MF Non-Low-Income	165,113	93	59,047
Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-
Total	7,236,160	7,727	1,245,731	Total	2,549	15	515	Total	7,238,709	7,742	1,246,246
Residential Check	6,560,456	7,238	1,101,430	Residential Check	2,549	15	515	Residential Check	6,563,005	7,253	1,101,945
Commercial Check	675,704	489	144,301	Commercial Check	2,549	15	515	Commercial Check	675,704	489	144,301
	7,236,160	7,727	1,245,731		2,549	15	515		7,238,709	7,742	1,246,246

200 Oct 31 2025				046 Oct 31 2025				NY Cosol Oct 31 2025			
	\$ Amount		Total Late		\$ Amount		Total Late		\$ Amount		Total Late
	over 120 Days	Count over 120 Days			over 120 Days	Count over 120 Days			over 120 Days	Count over 120 Days	
Residential Low Income	109,168	179	15,369	Residential Low Income	25	2	18	Residential Low Income	109,193	181	15,386
Residential Non-Low-Income	3,599,718	4,581	738,977	Residential Non-Low-Income	2,657	18	859	Residential Non-Low-Income	3,602,376	4,599	739,836
Total Residential	3,708,887	4,760	754,345	Total Residential	2,683	20	877	Total Residential	3,711,569	4,780	755,222
Small Commercial	440,799	379	140,412	Small Commercial	-	-	-	Small Commercial	440,799	379	140,412
Large Commercial	54,993	14	12,367	Large Commercial	-	-	-	Large Commercial	54,993	14	12,367
Fireline Commercial	153,794	45	57,239	Fireline Commercial	-	-	-	Fireline Commercial	153,794	45	57,239
Total Commercial	649,586	438	210,018	Total Commercial	-	-	-	Total Commercial	649,586	438	210,018
Multi-Family Non-Low-Income	111,838	80	30,336	Multi-Family Non-Low-Income	-	-	-	Multi-Family Non-Low-Income	111,838	80	30,336
Multi-Family - Low-Income	1,805	3	132	Multi-Family - Low-Income	-	-	-	Multi-Family - Low-Income	1,805	3	132
Private Fire - Res Non-Low-Income	505,343	292	184,271	Private Fire - Res Non-Low-Income	-	-	-	Private Fire - Res Non-Low-Income	505,343	292	184,271
Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-	Private Fire - Res Low-Income	-	-	-
Private Fire - MF Non-Low-Income	261,009	80	111,041	Private Fire - MF Non-Low-Income	-	-	-	Private Fire - MF Non-Low-Income	261,009	80	111,041
Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-	Private Fire - MF Low-Income	-	-	-
Total	5,238,468	5,653	1,290,142	Total	2,683	20	877	Total	5,241,150	5,673	1,291,019
Residential Check	4,588,882	5,215	1,080,125	Residential Check	2,683	20	877	Residential Check	4,591,564	5,235	1,081,001
Commercial Check	649,586	438	210,018	Commercial Check	2,683	20	877	Commercial Check	649,586	438	210,018
	5,238,468	5,653	1,290,143		2,683	20	877		5,241,150	5,673	1,291,019

	3/6/2020	4/28/2022	7/28/2025
Average Commercial	52.3	47.0	68.6
Average			56.0