

P.S.C. No. 1 – Water
United Water Westchester Inc.
Initial Effective Date: **December 24, 2009**

Leaf No. 48
Revision: 1
Superseding Revision: 0

- (b) upon receipt of a signed payment agreement consistent with Section 26 of this tariff, covering: (a) the full amount of arrears for which service was terminated, and the receipt of a down payment, if required under that agreement; and (b) the reconnect charge, whichever is applicable, if the customer wants the charge included in the agreement; or
- (c) upon the direction by the Commission or its designee; or
- (d) where the Company has received notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required for health or safety reasons must be resolved in favor of reconnection.

25.2 Inability to Reconnect

Wherever circumstances beyond the Company's control prevent reconnection of service within 24 hours of any of the events specified in paragraphs 25.1 (a) through (d) of this Section, the Company must immediately attempt to notify the customer and reconnect service within 24 hours of the elimination of those circumstances.

25.3 Penalty

- (a) If the Company does not reconnect service within 24 hours as required by this Section, the Company must pay the customer for each day or portion of a day that service is not supplied after the date that service should have been supplied, as follows:
 - i. \$50.00 per day or portion of a day in cases involving medical emergencies, the elderly,- blind or disabled, heat—related service during the cold weather period, or where the Company has notice that a serious impairment to health or safety is likely to result if service is not reconnected; or
 - ii. \$25.00 per day or portion of a day in all other cases.
- (b) The penalty referred to in paragraph 25.3 (a) of this Section will not be applicable if the Commission or its designee determines that the Company had good cause for not reconnecting service within 24 hours. In such cases, the Company has the burden of showing good cause.

Issued by: M.J. Pointing, V.P. and General Mgr., 2525 Palmer Ave., New Rochelle, NY 10801