

PSC NO: 3 - WATER

LEAF: 61

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

18. Definitions

A. The following words and terms when used in this schedule have the following meanings:

(1) An "access controller" is a party known to the Company to be in control of access to the metering equipment at a customer's premises and to have an active account of its own with the Company.

(2) An "actual reading" is one obtained by the Company employee from the meter or from a device which receives a reading transmitted from the meter itself.

(3) An "applicant" is a person who has made a request or has had a request made by a third party on his or her own behalf, for water service for his or her own residential use.

(4) "Arrears" are charges for which payment has not been made more than 20 calendar days after payment was due. A payment is considered to be made on the date when it is received by the Company or one of its authorized agents. Payment is due whenever specified by the Company on its bill, as long as the date is not before the bill is hand-delivered to the customer, or less than three calendar days after the bill is mailed.

(5) A "backbill" is any bill or any portion of a bill, other than a levelized bill, which represents charges for service that was actually delivered to the customer's premises during a period before the current billing cycle, which was not previously billed.

(6) A "blind person" is a person who has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye with a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees, shall be considered as having a central visual acuity of 20/200 or less.

(7) A "business day" is any Monday through Friday when the Company's business offices are open.

(8) A "cold weather period" is that period of time beginning November 1st of each year and ending April 15th of the following year.

(9) "The commission" is the New York State Public Service Commission.

Issued By: Henry Paparazzo, President, Southbury, Connecticut 06488