

PSC NO: 3 - WATER LEAF: 8
COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: November 30, 2010 SUPERSEDING REVISION:

within three business days of receipt of the application for service. An application for service not denied within three business days of receipt is considered accepted.

(3) The denial notice will:

- (a) state the reason(s) for the denial;
- (b) specify what the applicant must do to qualify for service; and
- (c) advise the applicant of the right to an investigation of the denial by the commission or its designee if the applicant considers the denial to be without justification, and state the address and telephone number of the commission.

(4) The Company will maintain, for at least 12 months, service applications that are denied, and the corresponding denial notice.

D. Penalty

If the Company fails to provide service to an applicant within the time required by this section, the Company will pay to the applicant \$25.00 per day for each day or portion of a day that service is not supplied, unless the commission or its designee determines that the Company had good cause for not providing service within the required time.

E. Service Pipe and Mains

(1) Service Pipe Materials

The entire service pipe shall be copper tubing or other pipe of strength and quality approved by the Company. The minimum diameter of the service pipe shall be 3/4 inches. For services two inches or larger in diameter, copper cement-asbestos, cast iron, PVC, or other pipe of strength and quality approved by the Company shall be used.

(2) Minimum Depth of Service Pipes

Minimum depth of service pipes from main to premises shall be four feet six inches below the surface of the ground. Where covering over mains is less than five feet, the connection shall be made on the side of the main and the service pipe shall in no case have less covering than the main.

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