

PSC NO: 3 - WATER

LEAF: 30

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

(d) If the Company determines that a customer has demonstrated an inability to pay charges for service and a new written certification has been submitted, the Company will inform the customer that certification has been renewed, and how long it will be in effect.

(e) A renewed certification remains in effect for 30 calendar days, provided that in cases certified as chronic by a medical doctor or official of the local board of health, the renewed certification remains in effect for 60 calendar days. In such cases, a customer may request that the commission's designee approve a longer period for the written certification to remain in effect, and the commission's designee may approve such longer period, stating specific conditions to be met by the customer.

#### (5) Termination of Service

The Company may only terminate service to a customer who has submitted a certification of medical emergency after:

- (a) written notice has been provided to the customer of the Company's determination either that the certification of medical emergency is no longer in effect or that the customer is able to pay charges for service;
- (b) any review of the Company's determination by the commission's designee has been completed; and
- (c) the requirements of section 8 of the Part have been complied with.

### **C. Customers Who Are Elderly, Blind or Disabled**

#### (1) Utility's Obligations

The Company will not terminate or refuse to restore service to a customer where the customer and all other remaining residents of the households are known to or identified to the Company to be blind, disabled, 62 years of age or older, or 18 years of age or under, without complying with the procedure in this subdivision.

#### (2) Procedure before Termination of Service

- (a) The Company will make a diligent effort to contact personally an adult resident at the customer's premises at least 72 hours before termination of service to attempt to create a plan that would avoid termination and arrange for payment.
- (b) Where efforts at personal contact are unsuccessful or where the Company and a customer are unable to create a plan, the Company will notify the local department of social services of the name and address of the

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