

PSC No: 1 – Water
UNITED WATER NEW ROCHELLE INC.
Initial Effective Date: November 1, 2006

Leaf No. 37
Revision: 0
Superseding Revision:

GENERAL INFORMATION

Normal office hours are weekdays 8:00 a.m. to 4:30 p.m.

Holidays are as follows:

New Year's Day	Independence Day
Martin Luther King's Birthday	Labor Day
Washington's Birthday	Veteran's Day
Good Friday	Christmas
Memorial Day	
Thanksgiving Day & the Friday after	

If, however, by the willful acts of the Customer, it was necessary to shut off or disconnect the service pipe at the Company's main, the charge to the Customer for turn-on of service will be the actual cost incurred by the Company incident to the disconnection and reconnection of the service pipe.

If at the time of such discontinuance of service the Customer does not have a deposit with the Company, the Company may require a deposit as a guarantee of the payment of future bills before the water will be turned on to a non-residential customer.

20. BILLS FOR WATER SERVICE

- (a) Customers are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account would be considered delinquent.
- (b) All bills will be sent to the address entered in the application unless the Company is notified in writing by the Customer of any change of address.
- (c) If requested in writing by the Customer, the Company will send bills to and will receive payments from agents or tenants. However, this accommodation will in no way relieve the Customer of the liability for all water charges.
- (d) Payments shall be made at the office of the Company or at such other places conveniently located as may be designated by the Company.
- (e) The Company will not be bound by bills rendered, if there is a mistake in the quantity of service rendered.
- (f) Each premise shall be considered separately in rendering bills for service.

Issued in compliance with the Commission Order in Case 04-W-1221 dated August 24, 2005.

Issued by: M.J. Pointing, V.P. & Gen. Mgr., 225 Palmer Ave., New Rochelle, NY 10801