

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

Leaf No. 34
Revision: 0
Superseding Revision:

GENERAL INFORMATION

(c) Termination of Heat-Related Service to Multiple Dwellings During Cold Weather Periods

During the cold weather period, the following procedure will be followed by Company to terminate heat-related service to an entire multiple dwelling:

- (1) Company will provide the notices required by subdivision (a) of this section not less than 30 calendar days before the intended termination.
- (2) Company will provide each occupant with a written notice, not less than 10 days before the earliest date termination may occur, advising the occupant that if any occupant in his or her apartment has a serious illness or medical condition that may result in a serious impairment to health or safety by the loss of heat service, he or she should immediately contact Company. The notice will provide the name and telephone number of Company contact person. Whenever an occupant has notified the Company, Company will conduct an on site personal visit without delay, for purpose of determining whether the occupant may suffer a serious impairment to health or safety as a result of termination. If Company determines that an occupant may suffer a serious impairment to health or safety as a result of termination, Company will refer such cases to the local department of social services and request the agency to investigate.
- (3) Company referring such a case to the department of social services will continue heat-related service to the multiple dwelling or otherwise provide heat to the person who may suffer a serious impairment for at least 15 business days after the referral. Company referring such a case must not thereafter terminate heat-related service to the dwelling during the cold weather period unless it otherwise provides heat to the person who may suffer a serious impairment, or unless it is informed by the local department of social services that appropriate alternative arrangements to preclude a serious impairment to health or safety have been made or that the claim of serious impairment is without merit. Company thereafter intending to terminate service must provide at least five calendar days written notice to the occupants that heat-related service will be terminated, and must, if so notified by the department of social services, inform the individual of the finding of no serious impairment. Such notice must state that any occupant may seek further review by the Commission.

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