

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

Leaf No. 41  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- (i) make a down payment of up to 20% of the amount covered by the agreement or the cost of one month's average usage, whichever is greater; and
- (ii) pay the balance in monthly installments up to the cost of one month's average usage or one-tenth of the balance, whichever is greater.

### **21.D Broken Agreements**

- (1) If a Customer fails to make timely payments in accordance with a payment agreement, the Company must send a reminder notice at least eight calendar days before the day when a final termination notice will be sent.
- (2) If by the twentieth calendar day after payment was due, the Company has not received payment or negotiated a new agreement, the Company may demand full payment of total outstanding charges and send final termination notice.

### **22. ABATEMENTS AND REFUNDS:**

- (a) There shall be no abatement of the minimum water rates in whole or in part, by reason of the extended absence of the Customer, unless service has been discontinued at his request, and no abatement shall be made for leaks or for water wasted by improper or damaged service pipes or fixtures belonging to the Customer.
- (b) If upon test of a meter upon complaint, it be found that the accuracy of the meter (determined as provided for in the rules and regulations of the Public Service Commission) exceeds the limits as set forth by the Commission, the bills of the Customer shall be adjusted to the extent of such excess for one-half of the quantity registered since the last test unless it can be shown that the error is due to an accident or other cause, the approximate date of which can be determined, in which case it shall be figured back to such date; or unless the Customer has suffered no damage from said error by virtue of the fact that the meter has registered a quantity of water less than that allowed for the minimum rate of the applicable rate schedule.

### **23. BOILER AND ENGINE WATER SUPPLY:**

- (a) The Company does not guarantee a sufficient or uniform pressure, or an uninterrupted supply of water and Customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured; such as for steam boilers, domestic hot water systems, gas engines, etc.

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