

P.S.C. No. 1 – Water
United Water Westchester Inc.
Initial Effective Date: January 11, 2009

Leaf No. 12
Revision: 0
Superseding Revision: 0

- (d) A written application for service will be considered complete when information has been provided as required under paragraph B (3) of this Section, along with proof of the applicant's identity and responsibility for the water bills for the premises, through submission of appropriate documents. Where a third party applies for service, the third party must submit proof of his or her identity and a written authorization from the applicant. All submitted documents become part of the application.
- (e) The Company must make reasonable efforts to contact, either by telephone or in person, any applicant who submits an incomplete application, within 1 business day of receipt of the application, stating the information and/or documents that must be submitted in order for the application to be considered complete.

3.3 Denial of Application

- (a) The Company must make reasonable efforts to immediately contact, either by telephone or in person, any applicant whose application is being denied.
- (b) The Company may not deny an application for service unless a written notice was either delivered personally to the applicant or sent to the applicant's current address or any alternative mailing address provided in the application, within 3 business days of receipt of the application for service. An application for service not denied within three business days of receipt is considered accepted.
- (c) The denial notice must:
 - i. state the reason(s) for the denial;
 - ii. specify what the applicant must do to qualify for service; and
 - iii. 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.
- (d) The Company must maintain, for at least 12 months, service applications that are denied and the corresponding denial notice.