

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

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Revision: 0
Superseding Revision: 0

- ii. the day an account is closed; or
 - iii. a review in accordance with paragraphs 5.3 (a) and (b) of this Section shows that deposit reduction is warranted.
- (b) A deposit or portion of a deposit plus the applicable interest that is subject to return under paragraph 5.5 (a) of this Section may be credited to the customer's account in the amount of any outstanding charges, and if any balance remains after the Company has credited the customer's account, a refund check must be issued to the customer

6. METER READING AND ESTIMATED BILLS

6.1 Meter Reading

- (a) The Company must attempt to obtain an actual reading for every metered account, on a regularly scheduled basis in accordance with its tariff.
- (b) An attempt to obtain a reading from either the meter or from a remote registration device requires that a meter reader follow routine reading procedures and access instructions, if applicable.
- (c) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable reading, the Company must, at the time of any unsuccessful attempt to obtain an actual reading, leave at the premises or mail the customer a meter reading card.

6.2 Estimated Bills

- (a) The Company may render an estimated bill for a regular cycle billing period only when:
 - i. the Company has been unable to obtain access to the meter;
 - ii. circumstances beyond the control of the Company made obtaining an actual reading of the meter extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected;

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