

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

Leaf No. 34
Revision: 0
Superseding Revision: 0

- ii. It has verified on the day termination is scheduled that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established under paragraph 20.4 (b) of this Section.
- (e) The Company may not terminate service more than 60 calendar days after issuance of the final termination notice unless it has, during that time, issued a new termination notice that complies with paragraph 20.2 (a) of this Section or has updated the original notice to include the current arrears.
- (f) The Company may not terminate service while a complaint is pending before the Company or the Commission and for 15 calendar days after resolution by the Company or Commission or its designee, for nonpayment of the disputed charges as provided in Section 12.3 of Title 16, NYCRR. Nothing in this tariff prevents the Company from terminating service for nonpayment of undisputed charges.
- (g) The Company may not terminate service during a two-week period encompassing Christmas and New Year's Day.

20.4 Rapid Posting of Payments

The Company must establish and implement written procedures to ensure that any payments made in response to a final termination notice, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized agents:

- (a) are posted to the customer's account on the day payment is received; or
- (b) are processed in some manner so that termination will not occur.

20.5 Payment at the Time of Termination of Service

- (a) If a customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the Commission with regard to the charges demanded, the Company's field representative must make a reasonable effort to verify this information with a Company office representative and must not terminate service for nonpayment of any verified disputed amount.

Issued by: M.J. Pointing, V.P. and General Mgr., 2525 Palmer Ave., New Rochelle, NY 10801