

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

Leaf No. 37
Revision: 0
Superseding Revision: 0

The Company must not terminate or refuse to restore service to a residence when a medical emergency exists. A medical emergency exists when a resident of a customer's premises suffers from a serious illness or medical condition that severely affects his or her well-being, as certified by a medical doctor or local board of health in accordance with this subdivision.

(b) Written Certification

Written certification must:

- i. be submitted on stationery of a medical doctor or local board of health, and be signed by a medical doctor or an official of the local board of health qualified to make a medical judgment;
- ii. state the name and address of the certifying medical doctor or local board of health, and the doctor's State registration number;
- iii. state the name and address of the ill person; and
- iv. include an affirmation that the absence of water service will aggravate an existing medical emergency at a customer's premises.

(c) Procedure for Initial Certification

- i. Initial certification of a medical emergency may be made either in writing or by telephone by a medical doctor or local board of health.
- ii. Initial certification is effective for 30 calendar days from the date the Company receives it, as long as written certification is provided to the Company within 5 business days of any certification made by telephone.
- iii. Certification made only by telephone is effective for 5 business days from the date the Company receives it.
- iv. Within 5 business days of receipt of written certification the Company must provide the customer with a written notice that must:
 - a. state that the Company received such certification and that the certification is effective for 30 calendar days;
 - b. advise the customer in detail of the procedures required for renewal of certification under paragraph 21.2 (d) of this Section; including specifically a statement that if the customer does not renew the certification before the 30 day period expires and arrangements for payment are not made, the utility may proceed with termination; and

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