

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

Leaf No. 23
Revision: 0
Superseding Revision: 0

Nothing in this Section prevents the Company from providing pertinent messages and information on the bill, as long as such information does not interfere with the presentation of the information required by this Section.

7. NOTICE REQUIREMENTS

7.1 Annual Notice of Rights

- (a) The Company must, at the time of application for service and at least once each year after service is extended, provide applicants and customers with a brochure containing a detailed description of their rights and obligations under this tariff.
- (b) The notice required at the time of application for service must be provided with the service application to an applicant from whom a written application is required and by mail, within 30 calendar days of the request for service, to an applicant from whom a written application is not required.

7.2 Periodic Notices

- (a) If a customer has a deposit with the Company, an accounting for the deposit, showing the interest earned during the current year and the date the deposit was obtained, must be provided annually to the customer.
- (b) If the Company issues bills monthly or bi-monthly, a notice offering a quarterly billing plan to customers known to be 62 years of age or older, whose average annual billing is under \$150, must be provided annually to such customers.
- (d) A notice advising a customer of the applicable rate structure, in accordance with the Company's tariff, and offering the customer a detailed bill calculation upon request, must be provided annually to every customer.

7.3 Hazardous Conditions

If the Company is aware of a hazardous condition that may affect the health and safety of consumers of its water, the Company must immediately make all reasonable efforts to contact affected parties.

7.4 Format

All notices, brochures, forms and bills required by this tariff, and any other written informational material for customers, including results of a complaint investigation provided under paragraph 8.1 (c) of Section 8, must be in plain language, printed in a format that is easy to read and understand, and must: