

PSC No. 1 - Water
United Water South County Water Inc.
Initial Effective Date: 06/01/05

Leaf No. 24
Revision: 0
Superseding Revision: 0

GENERAL INFORMATION

V. BILLING, MTR. RDG., NOTIFICATION & TERM. (cont'd.)

J. At the Time of Termination of Residential Service — Special Procedures (cont'd.)

3. Elderly, Blind or Disabled Customers
 - (3a) The Corporation will not terminate or refuse to restore service to a customer where the customer and all other residents of the household are known or identified to the corporation to be 62 years of age or older, 18 years of age or under, blind or disabled without following the procedures found in 16 NYCRR Part 14 Section 14.5.
4. Special Procedures During Cold Weather Periods For Premises with Heat Related Service.
 - (4a) During cold weather periods, before terminating service to a premises with heat-related service, the Corporation will attempt to determine whether a resident may suffer serious impairment to health or safety as a result of termination by making an effort to personally contact the customer or an adult resident at the service location at least 72 hours prior to the intended termination, and if unsuccessful at the time of termination, to explain the reason for termination and provide the customer with information on the protections available in 6 NYCRR Part 14 Section 14.5.
 - (4b) When the Corporation determines that a resident may suffer serious impairment to health or safety as a result of termination, the Corporation will not terminate service unless:
 - (4b.1) it informs the customer that a referral will be made to the Department of social Services and explains the purpose;
 - 4b.2) it notifies the local Social Service office orally and in writing within five (5) business days; and
 - (4b.3) the Social Service office, after an investigation informs the utility that the reported condition is not likely to result in a serious impairment to health or safety, or that an alternative means for protecting the person's health or safety has been arranged.

Issued in compliance with order in Case 02-W-0949 dated 05/21/2004

Issued by: Robert J. Iacullo, President, 360 West Nyack Rd., West Nyack, NY 10994