

**PSC NO: 1 - WATER****LEAF: 10****COMPANY: Orchards of Hurleyville Homeowners Association, Inc.****REVISION: 0****INITIAL EFFECTIVE DATE: SEPTEMBER 1, 2022****SUPERSEDING REVISION:****GENERAL INFORMATION****15. Complaint Handling Procedures**

- A. The Association will promptly investigate and evaluate all complaints received from customers regarding bills for service rendered or required deposits. The results of the Association's findings will be reported to the customer. During the period of investigation and evaluation, service will not be discontinued, nor shall a new notice of termination be issued, provided, however, that the customer will be required to pay the undisputed portion of any balance due, which may include for current usage.
- B. After the completion of such an investigation, if the Association determines that the disputed service has been rendered, or that the disputed charge or deposit is proper in whole or in part, the Association may require that the full bill or deposit be paid. Appropriate notices of the determination shall be given to the customer, and where notice of discontinuance of service was previously sent, or is served with the determination, such notice shall include a statement advising the customer of the availability of the Commission's complaint handling procedures, including the address and telephone number of the Department's Consumer Services Division. Where prior notice of discontinuance was sent, Association procedure provides for discontinuance of service if customer fails to pay the proper amount due and owing within 5 days after notice of the Association determination was served personally on the customer or at least 8 days after mailing of the notice. Under no circumstances will discontinuance of service occur if so precluded by the Commission.
- C. In situations where the complaint procedures of the Commission have been invoked and it is determined that the disputed service has been rendered or that the disputed charge or deposit is proper and prior notice of discontinuance was sent, a customer's service will not be discontinued for failure to pay the amount found due and owing until at least 5 days after notice of the Commission's determination, where personal service is made, or at least 8 days after mailing of such a notice.

**16. Restoration of Service**

A charge will be made to restore service after discontinuance at the customer's request, for non-payment or for violation of these rules.

This charge or charges will be at a rate agreed upon by the members of the Association and will appear on all written notices or discontinuance of service. Any member has the right to request that the Department of Public Service investigate the charges.

In a case where service is being restored after discontinuance for non-payment, the Association may require full payment of all arrears as well as the restoration of service charge. If the Association and the member have entered into some form of payment agreement the agreed upon down payment may be required before service will be restored.

If it becomes necessary to disconnect service at the main because of willful acts of a member, the service restoration charge will include the actual costs incurred by the Association to disconnect and reconnect the service.