

P.S.C. No. 1 – Water  
SUEZ WATER OWEGO-NICHOLS INC.  
Initial Effective Date: November 14, 2016

Leaf No. 24  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

2. When the Company determines that a resident may suffer serious impairment to health or safety as a result of termination, the Company will not terminate service unless
  - (a) it informs the Customer that a referral will be made to the Department of Social Services;
  - (b) the utility notifies the local Social Service office orally and in writing within five (5) business days; and
  - (c) 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.
3. When the Company terminates service to a Customer, and the Customer or a resident 18 years or older was not personally contacted by the Company before termination of service and the Customer has not contacted the Company for the purpose of requesting reconnection before 12 Noon on the day following termination of service, the Company will, by on-site personal visit with the Customer or other adult resident, immediately attempt to determine whether there is continuing occupancy and whether a serious impairment to health or safety may result. If the Company determines that a serious impairment may result, it will immediately restore service. If the Company is unable to make an onsite personal visit with the Customer or an adult resident, and does not have reasonable grounds to believe that the Customer has vacated the premises, the Company must immediately refer the name and address of the customer to the local Social Services official.
4. If after the discovery of tampered equipment, the Company decides to terminate service to a Customer because of a potential health or safety problem, it will determine whether a resident may suffer a serious impairment to health or safety as a result of termination. If the Company determines that a resident may suffer a serious impairment, it will follow the procedures set forth in Paragraph (2) of this subdivision provided, however, that continued service is not required if it is impractical for the Company to eliminate an unsafe condition. In any cases where a resident may suffer a serious impairment and the Company terminates service to preclude the continuation of an unsafe condition, the Company will specially notify the local Social Services official on the same day service is terminated and request an immediate consideration of the case.