

PSC No. 1 – Water  
UNITED WATER NEW ROCHELLE INC.  
Initial Effective Date: **January 1, 2014**

**Leaf No. 28.1**  
Revision: 0  
Superseding Revision:

- iv. **that Commission procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and telephone number of the appropriate Commission office;**
- v. **a summary of the protections available under this tariff, and a notice that any customer eligible for such protections should contact the Company;**
- vi. **that it is a final termination notice which should be brought directly to the attention of the Company when the bill is paid;**
- vii. **that payment of the charges with a check that is subsequently dishonored may result in termination of service without an additional final termination notice, if applicable;**
- viii. **that at the time the Company's representative goes to the premises to terminate service, the representative may require any payment made with cash, certified check or money order, if the customer has, within the last 12 months, paid with a check that was dishonored;**
- ix. **any charge for reconnection; and that if the customer is a recipient of public assistance, it is possible that assistance may be available from a local social services office.**

### **18.3 PHYSICAL TERMINATION OF SERVICE**

- 1) The Company will not terminate service until at least:
  - a. 15 calendar days after final termination notice has been given personally to the Customer or
  - b. 18 calendar days after a final termination notice has been mailed to the Customer at the service location or mailed to an alternative address that has been provided by the Customer for mailing purposes.
  - c. If the alternative address has been used, the Company will mail notice of the scheduled termination to the premises where service is rendered 10 calendar days after the final termination notice was mailed.