

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

Leaf No. 38  
Revision: **3**  
Superseding Revision: **2**

### GENERAL INFORMATION

#### 21. CONTENTS OF BILLS

The Company's water bill must state:

- (a) The name and address of the corporation, partnership or person responsible for supplying the service;
- (b) where the bill can be paid;
- (c) the service classification on which the charges are based, if applicable;
- (d) the name of the customer, the account number and the address of the premises where the service was supplied;
- (e) the start and end date of the billing period;
- (f) the amount of service billed with a separate itemization for minimum charges and usage, a statement of the cost of any other tariff charges and applicable taxes, and the total of the current charges, displayed in a vertical format;
- (g) the date payment is due, as long as the date is not before the bill is hand-delivered to the customer or less than three calendar days after the bill is mailed;
- (h) the date of the latest payment received or the date through which payments have been credited, and the balance carried over from the prior bill, if any;
- (i) whether any charge will be imposed for late payment, if applicable, and the date payment must be received by the Company, in order to avoid a late payment charge;
- (j) the amount of any late payment charge applied during the current billing cycle, if applicable;
- (k) an explanation of any abbreviation or symbol used that is not common English usage;
- (l) a telephone number to call at the Company if the customer has any questions about the bill; and
- (m) for metered accounts:
  - i. whether the bill is based on a reading obtained from the meter itself or from a remote registration device, a customer reading, or an estimation, and if estimated, the reason for the estimation;
  - ii. the next scheduled meter reading date, if applicable; and