

PSC No. 2 – Water
UNITED WATER WESTCHESTER INC.
Initial Effective Date: December 5, 2014

Leaf No. 26
Revision: 0
Superseding Revision:

GENERAL INFORMATION

- (h) The water service will be discontinued to any premise on account of temporary vacancy upon written request of the Customer, without in any way affecting the agreement in force, and upon payment of all charges and fees dues as provided for in the Schedule for water service.
- (i) Discontinuing the supply of water to a premise for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the Customer.

18.1 PAYMENT AT THE TIME OF TERMINATION OF RESIDENTIAL SERVICE

- (1) If a Customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the Commission with regard to the charges demanded, the Company's field representative must make a reasonable effort to verify this information with a Company office representative and must not terminate service for nonpayment of any verified disputed amount.
- (2) At the time of termination, if payment of the full amount that forms the basis for a scheduled termination is offered, or if a Customer agrees to sign a payment agreement in accordance with the deferred payment agreement section and offers payment of any required downpayment, the utility representative must not terminate service. The utility representative may either accept payment or allow the Customer an extension of time of not less than one business day to go to a business office to make a payment or arrange for payment. However, if the Customer fails to make payment or arrange for payment within the specified time, the Company may terminate service without further notice.
- (3) If a Customer has, within the last 12 months paid for service with a check that was dishonored, the Company has the right to accept only cash, certified check, or money order as payment from that customer under paragraph (2) of this subdivision.
- (4) Whenever payment is made at the time of termination, the Company's field representative must provide the Customer with a receipt showing the date, the account number, the amount received, the form of payment and either the name or identification number of the utility representative.

18.2 TERMINATION OF RESIDENTIAL SERVICE

- (1) Water Service may be discontinued by the Company for any one of the following reasons as stated in 16 NYCRR Section 14.4, provided advance final notice has been given to include: