

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

Leaf No. 29  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

#### **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.
- 2) The Company will terminate service only between the **hours** of 8:00 am and 4:00 pm, on Mondays through Thursdays provided that such day or the following day is not:
  - a. a Public Holiday or day on which the main business office of the Company is not open for business. Public Holiday shall refer to those holidays enumerated in the General Construction law.
  - b. a day the offices of the Public Service Commission are closed.
- 3) The Company will not terminate service unless:
  - a. it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the notice period required by this tariff; and
  - b. it has verified that on the day termination is scheduled payment has not been posted to the Customer's account as of the opening of business on that day, or has complied with established procedures.
- 4) The Company will not terminate service more than 60 calendar days after issuance of the final termination notice unless it has updated the original notice to include the current arrears.
- 5) The Company will not terminate service while a complaint is pending before the Public Service Commission and for 15 calendar days after resolution by the Company or by the Public Service Commission or its designee, for nonpayment of the disputed charges. Nothing prevents the Company from terminating service for nonpayment of undisputed charges.
- 6) The Company will not terminate service during a two-week period encompassing Christmas Day and New Year's Day.

Issued in compliance with the Commission Order in Case 13-W-0539, 13-W-0564, 14-W-0006 dated November 14, 2014  
Issued by: David Stanton, President, 2525 Palmer Ave., New Rochelle, NY 10801