

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

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Revision: 0
Superseding Revision:

GENERAL INFORMATION

- ii. Where efforts at personal contact are unsuccessful or where the Company and a customer are unable to create a plan, the Company must notify the local department of social services of the name and address of the customer and the date of termination so that social services may ascertain if the customer is eligible for any assistance. The Company must continue service for at least 15 business days after providing this notice, unless notified by the local department of social services that other arrangements have been made.

(c) Procedure after Termination of Service

- i. In cases where service has been terminated and the Company is later notified that the customer should have received the protections under this subdivision, the Company must:
 - a. make a diligent effort to contact personally an adult resident at the customer's premises, within 24 hours of such notification, to attempt to create a plan that would restore service and arrange for payment of bills; and
 - b. where efforts at personal contact are unsuccessful or where the Company and the customer are unable to create a plan, notify the local department of social services of the name and address of the customer and the date- of termination so that social services may ascertain if the customer is eligible for any assistance.
- ii. In cases where the Company has terminated service consistent with the provisions of paragraph 21.3 (b) of this Section, the Company must make a diligent effort to contact personally an adult resident at the customers premises within 10 calendar days after termination, to determine whether alternative arrangements have been made for the provision of service and, if none have been made, attempt to create a plan that would restore service and arrange for payment.

18.6.1.4 Special Procedures During Cold Weather Periods for Premises with Heat-Related Service

(a) Company's Obligations

- i. During cold weather periods, before terminating premises with heat-related service, the Company must make attempts to determine whether a resident may suffer serious impairment to