

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

Leaf No. 34
Revision: 0
Superseding Revision:

GENERAL INFORMATION

- v. A renewed certification remains in effect for 30 calendar days, provided that in cases certified as chronic by a medical doctor or official of the local board of health, the renewed certification remains in effect for 60 calendar days. In such cases, a customer may request that the Commission's designee approve a longer period for the written certification to remain in effect, and the Commission's designee may approve such longer period, stating specific conditions to be met by the customer

(e) Termination of Service

The Company may only terminate service to a customer who has submitted a certification of medical emergency after:

- i. written notice has been provided to the customer of the Company's determination either that the certification of medical emergency is no longer in effect or that the customer is able to pay charges for service;
- ii. any review of the Company's determination by the Commission's designee has been completed; and
- iii. the requirements of Section 20 of this tariff have been complied with.

18.6.1.3 Customers who are Elderly, Blind or Disabled

(a) Company's Obligations

The Company must not terminate or refuse to restore service to a customer where the customer and all other remaining residents of the households are known to or identified to the Company to be blind, disabled, 62 years of age or older, or 18 years of age or under, without complying with the procedures in this subdivision.

(b) Procedure before Termination of Service

- i. The Company must make a diligent effort to contact personally an adult resident at the customer's premises at least 72 hours before termination of service to attempt to create a plan that would avoid termination and arrange for payment.