

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

Leaf No. 37
Revision: 0
Superseding Revision:

GENERAL INFORMATION

(c) Termination of Service

- i. If the Company terminates service to a customer under this Section, and the customer or a resident 18 years or older was not personally contacted by the Company before termination of service and the customer has not contacted the Company for the purpose of requesting reconnection before 12 noon on the day following termination of service, the Company must, by on site personal visit with the customer or other adult resident, immediately attempt to determine whether there is continuing occupancy and whether a serious impairment to health or safety may result. If the Company determines that a serious impairment may result, it must immediately restore service. If the Company is unable to make an on site personal visit with the customer or an adult resident, and does not have reasonable grounds to believe that the customer has vacated the premises, the Company must immediately refer the name and address of the customer to the local social services official.
- ii. If after the discovery of tampered equipment, the Company decides to terminate service to a customer because of a potential health or safety problem, it must determine, in accordance with this Section, whether a resident may suffer a serious impairment to health or safety as a result of termination. If the Company determines that a resident may suffer a serious impairment, it must follow the procedures set forth in this subdivision; provided, however, that continued service is not required if it is impractical for the Company to eliminate an unsafe condition. In any cases where a resident may suffer a serious impairment and the Company terminates service to preclude the continuation of an unsafe condition, the Company must specially notify the local social services official on the same day service is terminated and request an immediate consideration of the case.

18.7 RECONNECTION OF RESIDENTIAL SERVICE.

- (1) Service temporarily discontinued at the curb at the request of the Customer or his agent, will be restored upon payment of the turn on charge as covered in Section 19(a) of this tariff.
- (2) Service which has been discontinued at the curb for non-payment of water charges will be restored within 24 hours of Customer's request, unless prevented by circumstances beyond the Company's control or unless a Customer requests otherwise, in the following situations.

Receipt by the Company of the full amount of arrears for which service was terminated, plus a reconnection fee; or