

PSC No. 2 – Water
UNITED WATER WESTCHESTER INC.
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GENERAL INFORMATION

health or safety as a result of termination, in accordance with the procedures set forth in paragraph (b) of this Section. Doubts as to whether a person may suffer serious impairment to health or safety as a result of termination must be resolved in favor of making such a finding.

- ii. For the purposes of this Section, a person may suffer serious impairment to health or safety as a result of termination when there is evidence of any of the following:
 - a. dependency due to age, poor physical condition or mental incapacitation;
 - b. use of life support systems, such as dialysis machines or iron lungs;
 - c. serious illness; or
 - d. disability or blindness.

(b) Procedures

- i. The Company must not terminate service to customers known to be receiving heat—related service during cold weather periods, unless the Company has made a diligent effort to contact personally the customer or an adult resident at the Customer's premises, at least 72 hours before the intended termination and, if unsuccessful, at the time of termination, in order to find out whether a resident may suffer a serious impairment to health or safety as a result of termination, to fully explain the reasons for termination and to provide the customer with information on the protections available under this tariff.
- ii. Where the Company determines that a resident may suffer a serious impairment to health or safety as a result of termination, a Company must not terminate service unless:
 - a. the Company notifies the local social services official orally and within 5 calendar days in writing, that a resident may suffer a serious impairment to health or safety as a result of termination; and
 - b. the local social services official, after an investigation, informs the Company that the reported condition is not likely to result in a serious impairment to health or safety, or that an alternative means for protecting the person's health or safety has been arranged.

When the Company notifies the local social services official under paragraph (b) (ii) of this Section, it will inform the customer of the referral.