

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

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Revision: 0
Superseding Revision:

GENERAL INFORMATION

Upon receipt of a signed payment agreement, consistent with the deferred payment section of the tariff covering the full amount of arrears for which the service was terminated, and the receipt of a down payment is required. The reconnection fee can be made part of a payment agreement which is entered into at the time service restoration is requested; or

Upon the direction of the Commission or its designee; or

Where the utility has noticed that serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required must be resolved in favor of reconnection.

Whenever circumstances beyond the Company's control prevent reconnection of service within 24 hours of any of the events specified the Company must immediately notify the Customer and reconnect service within 24 hours after those circumstances cease to exist.

If the Company does not reconnect within 24 hours, as required by this section, the Company must pay the Customer for each day or portion of day that service is not supplied after the date that service should have been supplied as follows:

\$50 per day or portion of day in cases involving medical emergencies, the elderly, blind or disabled heat-related service during cold weather period, or where the Company has notice that a serious impairment to health or safety is likely to result if service is not restored; or

\$25 per day or portion of a day in all other cases.

Penalty charges will not be applicable if the Commission or its designee determines that the Company had good cause for not reconnecting service within 24 hours. The Company has the burden of showing good cause.

Water service that has been discontinued by being shut-off at the tap or at the street curb or by being locked or sealed by the Company may be resumed by the payment of the arrears. The Customer may enter into a deferred payment agreement.

18.8 TERMINATION OF SERVICE TO ENTIRE MULTIPLE DWELLINGS AND TWO FAMILY DWELLINGS

(a) Required Notices

- 1) The Company will not terminate service to an entire multiple dwelling unless it fulfills all requirements of this section and provides written notice to: