

PSC NO: 3 - WATER

LEAF: 40

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

Company will immediately attempt to notify the customer and reconnect service within 24 hours of the elimination of those circumstances.

C. Penalty

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

(a) \$50.00 per day or portion of a day in cases involving medical emergencies, the elderly, blind or disabled, heat-related service during the 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 reconnected; or

(b) \$25.00 per day or portion of a day in all other cases.

(2) The penalty referred to in paragraph (1) of this subdivision will not be applicable if the commission or its designee determines that the Company had good cause for not reconnecting service within 24 hours. In such cases, the Company has the burden of showing good cause.

11. Deferred Payment Agreements

A. Utility's Obligations

(1) The Company will provide a written offer of a payment agreement, in accordance with this section, to an eligible customer or applicant at the following times:

(a) not less than five calendar days before the date of the scheduled termination of service for nonpayment of arrears, as indicated on a final termination notice, or eight calendar days if mailed;

(b) when payment of outstanding charges is a requirement for acceptance of an application for service,
and

(c) when it renders a backbill which is more than \$100; provided, however, that the Company is not required to offer an agreement under this subparagraph where the customer's culpable conduct caused or contributed to the underbilling.

(2) If payment of outstanding charges is a requirement for reconnection, the Company will offer the customer a payment agreement in accordance with this section. The Company will also inform the customer that he or she may opt

Issued By: Henry Paparazzo, President, Southbury, Connecticut 06488