

PSC NO: 3 - WATER LEAF: 45
COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: November 30, 2010 SUPERSEDING REVISION:

- (5) The cost of one month's average usage will be calculated by averaging the customer's cost of service over the prior year, if available.

E. Form of Agreement

The payment agreement will, in clear and understandable language and format, contain the following information:

- (1) the total amount due, the required downpayment, if any, and the exact dollar amount and due date of each installment;
- (2) the date by which the copy signed by the customer, and any applicable downpayment, will be received by the Company in order to become enforceable; provided, however, that such date may not be less than eight calendar days after it is sent;
- (3) the Company's policy if the agreement is not signed and returned as required;
- (4) that if the customer or applicant fails to comply with the terms of the payment agreement, the Company will take steps to terminate service; and
- (5) that if the customer or applicant later can demonstrate his or her financial circumstances have changed significantly because of conditions beyond his or her control, the Company will amend the terms of the agreement to reflect such changes.

F. Broken Agreements

- (1) If a customer fails to make timely payment in accordance with a payment agreement, the Company will send a reminder notice at least eight calendar days before the day when a final termination notice will be sent, stating that:
 - (a) the customer will meet the terms of the existing payment agreement by making the necessary payment within 20 calendar days of the date payment was due or a final termination notice may be issued; and
 - (b) if the customer can demonstrate that he or she is unable to pay the terms of the payment agreement due to a significant change in his or her financial circumstances, because of conditions beyond his or her control, the customer should immediately contact the Company at a specified telephone number to arrange a new payment agreement.
- (2) If by the 20th calendar day after payment was due, the Company has neither received payment nor negotiated a new payment agreement, the Company may demand full payment

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