

PSC NO: 3 - WATER

LEAF: 47

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

(4) A notice advising a customer of the applicable rate structure, in accordance with the Company's tariff, and offering the customer a detailed bill calculation upon request, will be provided annually to every customer.

### **C. Hazardous Conditions**

If the company is aware of a hazardous condition that may affect the health and safety of consumers of its water, the Company will immediately make all reasonable efforts to contact affected parties.

## **13. Complaint Handling Procedures**

### **A. Complaints to the Company**

(1) The Company will establish a written procedure for the handling of customers' complaints to the Company which allows for the acceptance and processing of complaints in a simple manner and form. Such procedure will require that complaints be promptly acknowledged, fairly investigated in a reasonable period of time, and that the results of such investigations be promptly reported to the complainants in plain language. Such procedure will also include notice to the customer of a specified telephone number for customers or applicants to call with any questions or problems.

(2) The Company will not take any steps to terminate customer's service between the time a complaint is filed with the Company and 15 calendar days after the Company provides the customer with the results of the investigation, as long as the customer pays the undisputed portions of any bills for service, which may include bills for current usage.

(3) After the investigation is completed, the Company will promptly report the results to the customer in plain language. If the report is made orally, the Company will provide the customer with the report in writing upon request.

(4) When the Company gives its final response to a customer's complaint and the complaint resolution is wholly or partially in the Company's favor, the Company will inform the customer of the commission's complaint handling procedures, including the commission's address and telephone number.

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