

PSC NO: 3 - WATER

LEAF: 46

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

of the total outstanding charges and send a final termination notice in accordance with section B of this Part.

## **12. Notice Requirements**

### **A. Annual Notice of Rights**

(1) The Company will, at the time of application for service and at least once each year after service is extended, provide applicants and customers with a brochure containing a detailed description of their rights and obligations under this Part, including the following:

(a) conspicuous notice that customers who are elderly, blind or disabled, or whose service is heat-related will so inform the Company in order to receive special protections; and

(b) appropriate form(s) to be filled out by customers who may be eligible for special protections including but not limited to elderly, blind and disabled, public assistance recipients, and persons in two-family dwellings.

(2) The notice required at the time of application for service will be provided with the service application to an applicant from whom a written application is required and by mail, within 30 calendar days of the request for service, to an applicant from whom a written application is not required.

### **B. Periodic Notices**

(1) If a customer has a deposit with the Company, an accounting for the deposit, showing the interest earned during the current year and the date the deposit was obtained, will be provided annually to the customer.

(2) If the Company issues bills monthly or bi-monthly, a notice offering a quarterly billing plan to customers known to be 62 years of age or older, whose average annual billing is under \$150, will be provided annually to such customers.

(3) A notice offering a fixed income billing plan will be provided annually to every customer known to be on a fixed income. Such billing plan will provide for payment of bills on a reasonable schedule considering the customer's regular receipt of income, without being charged late payment charges, as long as payment is made within 20 calendar days of the scheduled due date.

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