

PSC NO: 3 - WATER LEAF: 62
COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION REVISION: 0
INITIAL EFFECTIVE DATE: November 30, 2010 SUPERSEDING REVISION:

(10) "The Consumer Services Division" is the Consumer Services Division of the New York State Department of Public Service.

(11) "Current charges," as used in Sections 14.7 or 14.8 of this Part, refer to the amount properly billed to a party responsible for service to a multiple dwelling, as defined in paragraph (17) of this subdivision, or a two-family dwelling, as defined in paragraph (21) of this subdivision, for the billing period covered by the first bill rendered on or after the date the required notice is posted. Current charges do not include any arrears for earlier billing periods.

(12) A "deferred payment agreement" or "payment agreement" is a written agreement of the payment of outstanding charges over a specific period of time.

(13) A "delinquent customer" is a customer who has been late with two or more consecutive payments, as defined in paragraph (16) of this subdivision, within the previous 12 months.

(14) A "disabled person" is a person with a physical, mental or medical impairment resulting from anatomical, physiological or neurological conditions which prevents the exercise of a normal bodily function or is demonstrable by medically accepted clinical or laboratory diagnostic techniques, as defined in the Human Rights Act (Executive Law, Section 292 (21)); or a person who is unable because of mental or physical problems to manage his or her own resources or to protect himself or herself from neglect of hazardous situations without the assistance of others.

(15) "Heat-related service" is water service which is necessary for the on-going operation of a customer's primary heating system.

(16) A "late payment" is any payment made more than 20 calendar days after the date payment was due, in accordance with paragraph (4) of this subdivision.

(17) A "multiple dwelling" is a dwelling designed to be occupied by three or more families living independently of each other, as defined in the Multiple Dwelling Law or Multiple Residence Law.

(18) A "residential customer" is any person who, in accordance with an application for service made by such person or a third party on his or her behalf, is supplied with water service by the Company at a premises where such

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