

PSC NO: 3 - WATER

LEAF: 33

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

(ii) the local social services official, after an investigation, informs the Company that the reported condition is not likely to result in a serious impairment to health or safety, or that an alternative means for protecting the persons' health or safety has been arranged.

(c) The Company notifying the local social services official will inform the customer of the referral and explain its purpose.

(3) Termination of Service

(a) If the Company terminates service to a customer under this subdivision, and the customer or a resident 18 years or older was not personally contacted by the Company before termination of service and the customer has not contacted the Company for the purpose of requesting reconnection before 12 noon on the day following termination of service, the Company will, by onsite personal visit with the customer or other adult resident, immediately attempt to determine whether there is continuing occupancy and whether a serious impairment to health or safety may result. If the Company determines that a serious impairment may result, it will immediately restore service. If the Company is unable to make an onsite personal visit with the customer or an adult resident, and does not have reasonable grounds to believe that the customer has vacated the premises, the Company will immediately refer the name and address of the customer to the local social services official.

(b) If after the discovery of tampered equipment, the Company decides to terminate service to a customer because of a potential health or safety problem, it will determine, in accordance with this subdivision, whether a resident may suffer a serious impairment to health or safety as a result of termination. If the Company determines that a resident may suffer a serious impairment, it will follow the procedures set forth in this subdivision; provided, however, that continued service is not required if it is impractical for the Company to eliminate an unsafe condition. In any cases where a resident may suffer a serious impairment and the Company terminates service to preclude the continuation of an unsafe condition, the Company will specially notify the local social services official on the same day service is terminated and request an immediate consideration of the case.

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