

PSC NO: 3 - WATER

LEAF: 29

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

(c) certification made only by telephone is effective for five business days from the date the Company receives it.

(d) within five business days of receipt of written certification, the Company will provide the customer with a written notice that will:

(i) state that the Company received such certification and that the certification is effective for 30 calendar days;

(ii) advise the customer in detail of the procedures required for renewal of certification under paragraph (4) of this subdivision; including specifically a statement that if the customer does not renew the certification before the 30-day period expires and arrangements for payment are not made, the Company may proceed with termination, and

(iii) be accompanied by a form to be completed showing assets, income and expenses.

(4) Procedure for Renewal of Certification

(a) If the medical emergency is likely to continue beyond the expiration of any written certification, the certification may be renewed, provided that, before the expiration of the initial certification:

(i) a medical doctor or official of the local board of health submits a new written certification that also states the expected duration of the medical emergency and explains the reason the absence of service would aggravate the medical emergency; and

(ii) the customer demonstrates an inability to pay charges for service, as documented by a form showing assets, income and expenses.

(b) The Company will, within five calendar days of submission of the necessary information, determine whether the customer's assets and current income are insufficient to pay charges for service, considering other necessary and reasonable expenses of the customer.

(c) If the Company determines that a customer has not demonstrated an inability to pay charges for service, it will provide the customer with written notice of the determination and the customer's right to a review of the determination by the commission's designee.

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