

P.S.C. No. 1 – Water  
SUEZ WATER OWEGO-NICHOLS INC.  
Initial Effective Date: **September 25, 2017**

Leaf No. 22  
Revision: 1  
Superseding Revision: 0

## GENERAL INFORMATION

### 14.6 EMERGENCY DISCONNECTION OF RESIDENTIAL SERVICES

#### A. Emergency Disconnection

A utility may disconnect service to a premises when an emergency may threaten the health or safety of a person, the surrounding area or the utility's distribution system.

#### B. Notice

A utility must, if possible, provide advance notice to those whose service will be disconnected under this section.

#### C. Restoration of Service

A utility must act promptly to restore service as soon as feasible after disconnection. Service must be restored to any premises which has been disconnected under this section, before it may be terminated for nonpayment of charges.

### 14.7 DISCONTINUANCE OF RESIDENTIAL SERVICE SPECIAL PROCEDURES

#### A. General

1. The Company will provide special protections regarding the termination and reconnection of service in cases involving:
  - (a) medical emergency Customers; and
  - (b) elderly, blind or disabled Customers; and
  - (c) Customers with heat-related service during cold weather periods; only when these conditions are brought to the attention of the Company.
2. The Company will take steps to assure communication before termination in the case of a language barrier.
3. Once the Company has been made aware of a Customer that qualifies for special protections, the Company will make a diligent effort to personally contact that individual by
  - (a) attempting to call, if there is a telephone, once during business hours, and if unsuccessful twice during reasonable non-business hours (6:00 PM – 9:00 PM weekdays or 9:00 AM – 5:00 PM weekends).
  - (b) making an on-site personal visit, if telephone contact is unsuccessful.