

PSC No. 1 – Water  
UNITED WATER NEW ROCHELLE INC.  
Initial Effective Date: **January 1, 2014**

Leaf No. **30.5**  
Revision: **0**  
Superseding Revision:

- a. make a diligent effort to contact personally an adult resident at the customer's premises, within 24 hours of such notification, to attempt to create a plan that would restore service and arrange for payment of bills; and
  - b. where efforts at personal contact are unsuccessful or where the Company and the customer are unable to create a plan, notify the local department of social services of the name and address of the customer and the date of termination so that social services may ascertain if the customer is eligible for any assistance.
- ii. In cases where the Company has terminated service consistent with the provisions of paragraph 21.3 (b) of this Section, the Company must make a diligent effort to contact personally an adult resident at the customers premises within 10 calendar days after termination, to determine whether alternative arrangements have been made for the provision of service and, if none have been made, attempt to create a plan that would restore service and arrange for payment.

#### **21.4 Special Procedures During Cold Weather Periods for Premises with Heat-Related Service**

##### **(a) Company's Obligations**

- i. During cold weather periods, before terminating premises with heat-related service, the Company must make attempts to determine whether a resident may suffer serious impairment to health or safety as a result of termination, in accordance with the procedures set forth in paragraph 21.4 (b) of this Section. Doubts as to whether a person may suffer serious impairment to health or safety as a result of termination must be resolved in favor of making such a finding.
- ii. For the purposes of this Section, a person may suffer serious impairment to health or safety as a result of termination when there is evidence of any of the following:
  - a. dependency due to age, poor physical condition or mental incapacitation;
  - b. use of life support systems, such as dialysis machines or iron lungs;
  - c. serious illness; or
  - d. disability or blindness.