

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

Leaf No. 28
Revision: **1**
Superseding Revision: **0**

GENERAL INFORMATION

- d. Failing to pay, or agree in writing to pay, equipment and installation charges relating to the initiation of service.
 - e. Failing to pay a required deposit.
 - f. When there is no Customer and service is being provided through tampered equipment.
 - g. When there is no Customer and the Company has provided advance written notice to the occupant, either by posting or mailing 10-30 days before disconnection stating:
 - 1) The Company intends to disconnect service unless the responsible party applies for service and is accepted as a Customer.
 - 2) The location of the nearest Company business office where the application can be made.
 - h. Willful or indifferent waste of water.
 - i. **Where the customer has more than three consecutive estimates and has not responded to the no-access notifications.**
 - j. **Where the customer has not provided the company with access to its' equipment for RF / Meter change outs due to testing regulations, faulty equipment or expected tampering after receiving adequate notification from the company in the form of a letter or series of letters.**
- 2) The Company will not terminate service for non-payment of bills to any person it knows to be receiving public assistance, if payment for such service is to be made directly to the Company by the Department of Social Services or the Local Social Services official.

18.2. FINAL TERMINATION NOTICE

(a) **A final termination notice must state:**

- i. **the earliest date termination may occur;**
- ii. **the reasons for termination, including the total amount the customer must pay, and how termination may be avoided;**
- iii. **that Company procedures are available for considering complaints before termination, including the address and telephone number of the appropriate Company office;**