

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

Leaf No. **30.6**  
Revision: **0**  
Superseding Revision:

**(b) Procedures**

- i. **The Company must not terminate service to customers known to be receiving heat—related service during cold weather periods, unless the Company has made a diligent effort to contact personally the customer or an adult resident at the Customer’s premises, at least 72 hours before the intended termination and, if unsuccessful, at the time of termination, in order to find out whether a resident may suffer a serious impairment to health or safety as a result of termination, to fully explain the reasons for termination and to provide the customer with information on the protections available under this tariff.**
- ii. **Where the Company determines that a resident may suffer a serious impairment to health or safety as a result of termination, a Company must not terminate service unless:**
  - a. **the Company notifies the local social services official orally and within 5 calendar days in writing, that a resident may suffer a serious impairment to health or safety as a result of termination; and**
  - b. **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 person’s health or safety has been arranged.**

**When the Company notifies the local social services official under paragraph 21.4 (b) (ii) of this Section, it will inform the customer of the referral.**

**(c) Termination of Service**

- i. **If the Company terminates service to a customer under this Section, 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 must, by on site 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 must immediately restore service. If the Company is unable to make an on site 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 must immediately refer the name and address of the customer to the local social services official.**