

PSC NO: 3 - WATER

LEAF: 41

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

to have the agreement include an applicable reconnection charge and/or legal fee, specifying the amount of such charge.

(3) The Company will negotiate in good faith with a customer or applicant in order to arrange a payment agreement that the customer or applicant is able to pay, considering his or her financial circumstances.

(i) The Company may require that a customer or applicant complete a form showing assets, income and expenses, and provide reasonable substantiation of the information on that form, provided that all such information shall be treated as confidential.

(ii) A payment agreement will provide for installments as low as \$10 per month and no downpayment, when the customer or applicant demonstrates financial need for such terms, but need not provide for monthly installments of less than \$10.

(iii) A payment agreement may provide for any size or no downpayment and installments on any schedule over any period of time, and cover any outstanding charges, if mutually agreed to by the parties.

(4) The Company will renegotiate and amend a payment agreement if the customer or applicant demonstrates that his or her financial circumstances have changed significantly because of conditions beyond his or her control.

(5) The Company will develop written procedures and forms for evaluating the financial need of a customer or applicant, for assuring the confidential handling of such information, for arriving at fair and equitable payment terms and for training utility personnel, which procedures will be filed with the Consumer Services Division.

(6) The commission or its designee may order the Company to offer a payment agreement in accordance with this section where the parties have been unable to reach agreement or where an agreement is necessary for the fair and equitable resolution of a complaint.

## **B. Eligibility**

(1) A customer or applicant is eligible for a payment agreement and will be offered one in accordance with subdivision (a) of this section, unless:

- (a) the customer is a seasonal, short-term or temporary customer;
- (b) the customer has broken an existing payment agreement; or

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