

PSC NO: 3 - WATER LEAF: 10  
COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION REVISION: 0  
INITIAL EFFECTIVE DATE: November 30, 2010 SUPERSEDING REVISION:

(2) Duty to Inspect

The Company will conduct a field inspection as soon as reasonably possible, but no more than 60 calendar days after a reasonable customer request or a directive by the commission or its designee.

**3. Residential Service Deposits**

**A. Deposit Requirements**

(1) The Company may only require the payment of a security deposit from:

- (a) a seasonal, short-term or temporary customer;
- (b) a delinquent customer, as long as at least 20 calendar days before its request for a deposit, the Company provides the customer with written notice that the failure to make a specified payment before a specified date may result in a request for a deposit and states how the deposit would be calculated; or
- (c) a customer whose service was terminated for nonpayment during the preceding six months.

(2) The Company may not require a deposit from:

- (a) a customer or applicant who is known to the Company as a recipient of public assistance, supplemental security income benefits or additional state payments; or
- (b) a customer or applicant who is known to the Company as an elderly, blind or disabled person, unless that customer's service was terminated for nonpayment within the preceding six months.

(3) If a deposit is authorized by this section, the Company will offer a customer, except for a seasonal, short-term or temporary customer, the opportunity to pay the deposit in installments, considering the customer's financial circumstances, in a manner consistent with section 14 of this Part.

**B. Deposit Calculation**

(1) The amount of a deposit will not be more than the cost of twice the customer's average monthly usage, except in the case of customers whose usage varies widely, where the deposit will not be more than the cost of twice the average monthly usage for the peak season.

(2) The amount of the deposit will be based on service used during the previous 12-month period, as shown by any relevant billing history, and any relevant information concerning expected use.

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