

PSC NO: 3 - WATER

LEAF: 21

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

time. Nothing in this section prevents the Company from imposing a reasonable charge for other lawful purposes, consistent with its tariff.

7. Contents of Bills

A. Bill Format

The bill for water service will state:

- (1) The name and address of the corporation, partnership or person responsible for supplying the service;
- (2) where the bill can be paid;
- (3) the service classification on which the charges are based, if applicable;
- (4) the name of the customer, the account number and the address of the premises where the service was supplied;
- (5) the start and end date of the billing period;
- (6) the amount of service billed with a separate itemization for minimum charges and usage, a statement of the cost of any other tariff charges and applicable taxes, and the total of the current charges, displayed in a vertical format;
- (7) the date payment is due, as long as the date is not before the bill is hand-delivered to the customer or less than three calendar days after the bill is mailed;
- (8) the date of the latest payment received or the date through which payments have been credited, and the balance carried over from the prior bill, if any;
- (9) whether any charge will be imposed for late payment, if applicable, and the date payment must be received by the Company, in order to avoid a late payment charge, if applicable;
- (10) the amount of any late payment charge applied during the current billing cycle, if applicable;
- (11) an explanation of any abbreviation or symbol used that is not common English usage;
- (12) a telephone number to call the Company if the customer has any questions about the bill; and
- (13) for metered accounts:
 - (i) whether the bill is based on a reading obtained from the meter itself or from a remote registration device, a customer reading, or an estimation, and if estimated, the reason for the estimation;

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