

PSC NO: 3 - WATER

LEAF: 28

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE:

SUPERSEDING REVISION:

(b) make an onsite personal visit, if there is no telephone or if telephone contacts are unsuccessful.

(4) During any continuation of service under this section, the customer remains responsible for payment of service and must make reasonable efforts to pay charges for such service.

(5) In all contacts with customers entitled to the protections under this section, where there remains a threat of termination or termination has already occurred, the Company will notify the customer that the commission's designees are available for assistance and provide the customer with the commission's telephone number.

B. Medical Emergencies

(1) Utility's Obligations

The Company will not terminate or refuse to restore service to a residence when a medical emergency exists. A medical emergency exists when a resident of a customer's premises suffers from a serious illness or medical condition that severely affects his or her well-being, as certified by a medical doctor or local board of health in accordance with this subdivision.

(2) Written Certification

Written Certification must:

- (a) be submitted on stationery of a medical doctor or local board of health, and be signed by the medical doctor or an official of the local board of health qualified to make a medical judgment;
- (b) state the name and address of the certifying medical doctor or local board of health, and the doctor's State registration number;
- (c) state the name and address of the ill person; and
- (d) include an affirmation that the absence of water service will aggravate an existing medical emergency at a customer's premises.

(3) Procedure for Initial Certification

- (a) Initial certification of a medical emergency may be made either in writing or by telephone by a medical doctor or local board of health.
- (b) Initial certification is effective for 30 calendar days from the date the Company receives it, as long as written certification is provided to the Company within five business days of any certification made by telephone.

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