

PSC NO: 3 - WATER

LEAF: 27

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

### **G. Dishonored Checks**

Receipt of a subsequently dishonored check, in response to a termination notice, is not payment of a customer's account and the Company is not required to issue additional notice before termination, as long as the final termination notice warns the customer of this, in accordance with subparagraph C (2) (g) of this section.

### **H. Applicability**

Nothing in the section affects the Company's right to suspend, curtail or disconnect service:

- (1) when service is being provided through tampered equipment;
- (2) when the Company has provided advance written notice to the occupant, either by posting or mailing not more than 30 nor less than 10 calendar days before disconnection, stating:
  - (i) that it intends to disconnect service unless the responsible party applies for service and is accepted as a customer; and
  - (ii) the location of the nearest utility business office where application can be made; or
- (3) as permitted under section 4.K. of this Part.

## **9. Termination of Residential Service – Special Procedures**

### **A. General**

1. This section provides special protections regarding the termination and reconnection of service in cases involving medical emergencies, the elderly, blind or disabled, and heat-related service during the cold weather period.
2. If any communication required by the section is not possible because of an apparent language barrier, the Company will take steps to assure communication before termination.
3. For purposes of this section, when the Company is required to make a diligent effort to contact personally an individual, the Company will, at a minimum:
  - (a) attempt to call such person once during normal business hours and if unsuccessful, twice during reasonable non-business hours (6:00 p.m. – 9:00 p.m. on weekdays or 9:00 a.m. – 5:00 p.m. on Saturdays and Sundays), if there is a telephone; and

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