

PSC NO: 3 - WATER

LEAF: 26

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

E. Rapid Posting of Payments

Every utility will establish and implement written procedures to ensure that any payments made in response to a final termination notice, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized agents:

- (1) are posted to the customer's account on the day payment is received; or
- (2) are processed in some manner so that termination will not occur.

F. Payment at the Time of Termination of Service

- (1) If a customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the commission with regard to the charges demanded, the Company's field representative will make a reasonable effort to verify this information with the Company office representative and will not terminate service for nonpayment of any verified disputed amount.
- (2) At the time of termination, if payment of the full amount that forms the basis for a scheduled termination is offered, or if a customer agrees to sign a payment agreement in accordance with section 14 of the Part and offers payment of any required downpayment, the Company representative will not terminate service. The Company representative may either accept payment or allow the customer an extension of time of not less than one business day to go to a business office to make payment or arrange for payment. However, if the customer fails to make payment or arrange for payment within the specified time, the Company may terminate service without further notice.
- (3) If a customer has, within the last 12 months, paid for service with a check that was dishonored, the Company has the right to accept only cash, certified check, or money order as payment from that customer under paragraph (2) of this subdivision.
- (4) Whenever payment is made at the time of termination, the Company's field representative will provide the customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the Company representative.

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