

PSC NO: 3 - WATER

LEAF: 15

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

D. Bills for Flat Rate Service

(1) A flat rate will be paid by the owner or tenant of a condominium unit where no meters have been installed, according to determination by the Public Service Commission. Bill will be submitted monthly.

E. Estimated Bills

(1) The Company may render an estimated bill for a regular cycle billing period only when:

- (a) the Company has been unable to obtain access to the meter;
- (b) circumstances beyond the control of the Company made obtaining an actual reading of the meter extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected;
- (c) the Company has good cause for believing that an actual reading obtained is likely to be wrong; provided, however, that estimated bills for this reason may be rendered no more than once without the Company taking corrective action before the rendering of the next cycle bill;
- (d) circumstances beyond the control of the Company prevented the Company from obtaining an actual reading;
- (e) an actual reading was lost or destroyed; provided, however, that an estimated bill for this reason may be rendered no more than once without the Company taking corrective action;
- (f) an estimated reading has been ordered or authorized by the commission for a particular billing cycle;
- (g) an estimated reading has been approved as the billing method consistent with the Company's tariff for the billing period; or
- (h) an unmetered condition was in existence during the period.

(2) Every estimated bill will be calculated in accordance with an established formula which takes into account the best available relevant factors for determining the customer's usage.

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