

PSC NO: 3 - WATER

LEAF: 14

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

C. Meter Reading

- (1) The Company will attempt to obtain an actual reading for every metered account, on a regularly scheduled basis in accordance with its tariff.
- (2) An attempt to obtain a reading from either the meter or from a remote registration device requires that a meter reader follow routine reading procedures and access instructions, if applicable.
- (3) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable reading the Company will, at the time of any unsuccessful attempt to obtain an actual reading, leave at the premises or mail the customer a meter reading card.
- (4) The reading of a duly installed meter showing the amount of water consumed shall be used for all metered billing purposes except where it appears that the meter has ceased to register or has registered inaccurately.
- (5) Bills for metered service will be rendered at least once in each calendar quarter. Where meters in service are 1 ½ inches and over in size, or under special circumstances, where smaller size meters are in service, bills will be rendered monthly.
- (6) A quarter as defined in the respective Service Classifications shall be considered as the regular quarterly meter reading period. Any bill for a meter will be prorated on the basis of a 91 day billing period.
- (7) A customers responsibility to pay for water service continues from time service is commenced, pursuant to his application, until ten days written notice is received by the Company of a change in ownership or occupancy of the premises. Upon receipt of such notice the Company will arrange for a final billing. In the case of metered service the customer will be given an opportunity to be present at the final meter reading. No allowance will be made in cases of non-occupancy, unless the Company is notified in writing, as stated above.

Even though service has been discontinued, customers will be responsible for future surcharge payments unless the new customer signs an appropriate agreement, assuming such surcharge payments.

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