

PSC NO: 3 - WATER

LEAF: 17

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

F. No Access Procedure

(1) The Company will begin providing no access notices as described in this subdivision with the next cycle bill issued after bills were estimated for a period of six consecutive months because of conditions listed in subparagraph (b) (1) (i) or (ii) of this section.

(2) The no access notices and charges described in this subdivision will be directed only to the access controller. In any case where the access controller is not the customer of the subject account, a copy of these no access notices will also be sent to the customer at the same time.

(3) The series of no access notices is as follows:

(a) The first notice will advise the access controller that the Company will arrange a special appointment to read the meter if the access controller calls a specified telephone number. Where the access controller is not the customer of the subject account, the notice will begin by stating that the Company records indicate that the recipient is the party who controls access to the meter of the customer, specifically identified as to address, part supplied, and account number, and that the Company has not been provided access to the customer's meter as required.

(b) The second notice will advise the access controller that unless access to the customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller before that date, a no access charge will be added to the access controller's next bill and to every bill thereafter until access to the customer's meter is provided, but that no charge will be imposed if an appointment is arranged and kept. The notice will advise the access controller that the Company will arrange a special appointment for a reading of the customer's meter if the access controller calls a specified telephone number.

(c) The third notice will advise the access controller of the no access charge that has been added to the access controller's bill and that unless access to the customer's meter is provided on the next meter reading date or a special appointment to read the meter is made and kept by the access controller before that date, another charge will be added to the access controller's next bill. The notice will advise the access controller that the Company

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