

PSC NO: 3 - WATER

LEAF: 19

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

I. Replacement of Defective Meters

In all cases where a meter is found to be defective, it will be replaced as soon as practicable by a meter that has been tested and properly adjusted.

J. Pressure Reducing Valves

If a water pressure reducing valve, in the customer's or applicant's opinion, is necessary or is desired by the customer or applicant to safeguard the plumbing, it should be purchased by the customer or applicant and installed between the inlet stop valve and the meter. Where a water pressure reducing valve is used, it is advisable also to install a suitable pressure relief valve. Pressure reducing and relief valves installed inside the premises shall be maintained by the customer.

K. Emergency Disconnection of Service**(1) Emergency Disconnection**

The Company may disconnect service to a premises when an emergency may threaten the health or safety of a person, the surrounding area or the Company's distribution system.

(2) Notice

The Company will, if possible, provide advance notice to those whose service will be disconnected under this section.

(3) Restoration of Service

The Company will act promptly to restore service as soon as feasible after disconnection. Service will be restored to any premises which has been disconnected under this section, before it may be terminated for nonpayment of charges.

5. Backbilling**A. Notice**

(1) Every backbill will contain a written explanation of the specific reason for the backbill, and if the bill covers more than a 24-month period, a statement as to why the billing was not limited under subdivision C of this section.

(2) Every backbill will contain all required information applicable under section 7 of this Part.

(3) A backbill will be accompanied by an offer of a payment agreement in accordance with section 14 of this Part, if applicable.

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