

PSC NO: 3 - WATER

LEAF: 32

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

D. Special Procedures During Cold Weather Periods For Premises With Heat Related Service**(1) Utility's Obligations**

(a) During cold weather periods, before terminating premises with heat-related service, the Company will make attempts to determine whether a resident may suffer serious impairment to health or safety as a result of termination, in accordance with the procedures set forth in paragraph (2) of this subdivision. Doubts as to whether a person may suffer serious impairment to health or safety as a result of termination will be resolved in favor of making such a finding.

(i) For the purposes of this subdivision, a person may suffer serious impairment to health or safety as a result of termination when there is evidence of any of the following:

- (a) dependency due to age, poor physical condition or mental incapacitation;
- (b) use of life support systems, such as dialysis machines or iron lungs;
- (c) serious illness; or
- (d) disability or blindness.

(2) Procedures

(a) The Company will not terminate service to customers known to be receiving heat-related service during cold weather periods, unless the Company has made a diligent effort to contact personally the customer or an adult resident at the customer's premises, at least 72 hours before the intended termination and, if unsuccessful, at the time of termination, in order to find out whether a resident may suffer a serious impairment to health or safety as a result of termination, to fully explain the reasons for termination and to provide the customer with information on the protections available under this Part.

(b) Where the Company determines that a resident may suffer a serious impairment to health or safety as a result of termination, the Company will not terminate service unless:

- (i) the Company notifies the local social services official orally and within five calendar days in writing, that a resident may suffer a serious impairment to health or safety as a result of termination; and

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