

PSC NO: 3 - WATER

LEAF: 31

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

customer and the date of termination so that social services may ascertain if the customer is eligible for any assistance. The Company will continue service for at least 15 business days after providing this notice, unless notified by the local department of social services that other arrangements have been made.

(3) Procedures After Termination of Service

(a) In cases where service has been terminated and the Company is later notified that the customer should have received the protections under this subdivision, the Company will:

(i) make a diligent effort to contact personally an adult resident at the customer's premises, within 24 hours of such notification, to attempt to create a plan that would restore service and arrange for payment of bills; and

(ii) where efforts at personal contact are unsuccessful or where the Company and the customer are unable to create a plan, notify the local department of social services of the name and address of the customer and the date of termination so that social services may ascertain if the customer is eligible for any assistance.

(b) In cases where the Company has terminated service consistent with the provisions of paragraph (2) of this subdivision, the Company will make a diligent effort to contact personally an adult resident at the customer's premises within 10 calendar days after termination, to determine whether alternative arrangements have been made for the provision of service and, if none have been made, attempt to create a plan that would restore service and arrange for payment.

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