

PSC NO: 3 - WATER

LEAF: 36

COMPANY: HERITAGE HILLS WATER-WORKS CORPORATION

REVISION: 0

INITIAL EFFECTIVE DATE: November 30, 2010

SUPERSEDING REVISION:

attempt to arrange a meeting with occupant representatives, the Company, and the party responsible for making payment for service.

(c) The commission's designee may stay a threatened termination of service to an entire multiple dwelling where it concludes that good faith efforts are being made by the occupants to arrange for the payment of current charges.

(3) Physical Termination of Service

Paragraphs (D) (3) through (D) (6) and subdivisions (E) through (G) of section 8 are applicable to the termination of service to entire multiple dwellings.

(4) Termination of Heat Related Service to Multiple Dwellings During Cold Weather Periods

During the cold weather period, the following procedure will be followed by the Company intending to terminate heat-related service to an entire multiple dwelling:

(a) The Company will provide the notices required by subdivision A of this section not less than 30 calendar days before the intended termination.

(b) The Company will provide each occupant with a written notice, not less than 10 calendar days before the earliest date termination may occur, advising the occupant that if any occupant in his or her apartment has a serious illness or medical condition that may result in a serious impairment to health or safety by the loss of heat service, he or she should immediately contact the Company. The notice will provide the name and telephone number of the Company contact person. Whenever an occupant so notifies the Company, the Company will conduct an onsite personal visit without delay, for the purpose of determining whether the occupant may suffer a serious impairment to health or safety as a result of termination. If the Company determines that an occupant may suffer a serious impairment to health or safety as a result of termination, the Company will refer such cases to the local department of social services and request the agency to investigate.

(c) The Company referring such a case to the department of social services will continue heat-related service to the multiple dwelling or otherwise provide heat to the person who may suffer a serious impairment for at least 15 business days after the referral. The Company that has referred such a case will not thereafter terminate heat-related service to the dwelling during the cold weather period unless it otherwise provides heat to the person who may suffer a

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