

PSC NO: 1 - WATER
COMPANY: WESTFALL VILLAGE WATER CO., INC.
INITIAL EFFECTIVE DATE: April 1, 2011

LEAF: 10
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

15. Complaint Handling Procedures

- A. The company will promptly investigate and evaluate all complaints received from customers regarding bills for service rendered or required deposits. The results of the company's findings will be reported to the customer. During the period of investigation and evaluation, service will not be discontinued, nor shall a new notice of termination be issued, provided, however, that the customer will be required to pay the undisputed portion of any balance due, which may include bills for current usage.
- B. After the completion of such an investigation, if the company determines that the disputed service has been rendered, or that the disputed charge or deposit is proper in whole or in part, the company may require that the full bill or deposit be paid. Appropriate notices of the determination shall be given to the customer, and where notice of discontinuance of service was previously sent, or is served with the determination, such notice shall include a statement advising the customer of the availability of the Commission's complaint handling procedures, including the address and telephone number of the Department's Consumer Services Division. Where prior notice of discontinuance was sent, company procedure provides for discontinuance of service if customer fails to pay the proper amount due and owing within 5 days after notice of the company determination was served personally on the customer or at least 8 days after mailing of the notice. Under no circumstances will discontinuance of service occur if so precluded by the Commission.
- C. In situations where the complaint procedures of the Commission have been invoked and it is determined that the disputed service has been rendered or that the disputed charge or deposit is proper and prior notice of discontinuance was sent, a customer's service will not be discontinued for failure to pay the amount found due and owing until at least 5 days after notice of the Commission's determination, where personal service is made, or at least 8 days after mailing of such a notice.

16. Restoration of Service

A charge will be made to restore service after discontinuance at the customer's request or for violation of these rules.

This charge will be \$150.00 during normal business hours (8:00 a.m. to 4:00 p.m., Monday through Friday), \$300.00 outside of normal business hours Monday through Friday and \$300.00 for weekends or Holidays. The holidays for which the \$300.00 will apply are as follows:

New Year's Day	Independence Day
Lincoln's Birthday	Labor Day
Washington's Birthday	Columbus Day
Memorial Day	Election Day
Thanksgiving Day	Veterans Day
Christmas Day	Dr. Martin Luther King, Jr. Day

If it becomes necessary to disconnect service at the main because of willful acts of a customer(s), the service restoration charge will include the actual costs incurred to shutoff and reconnect.

Issued By: Edward J. Patanian, President, PO Box 969, 3378 NYS Route 43, Averill Park, NY 12018
(Name of Officer, Title, Address)