

PSC No: 1 – Water
UNITED WATER NEW ROCHELLE INC.
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GENERAL INFORMATION

A customer moving within the service territory of the Company and requesting service within 60calendar days of the closing of the customer's prior account is eligible to receive service at the new location, in accordance with this section and such service must be considered a continuation of services in all respects, with any existing payment or agreement honored; provided, however, that such customers prior service had not been terminated for non-payment at the time of the request.

The Company must supply the customer with service when the Commission or its authorized designee directs the provision of service.

4.1B RESIDENTIAL SERVICE APPLICATIONS

The Company may require an applicant to complete a written application for service only if:
there are arrears at the premises to be served and/or service to the preceding customer at the premises to be served was terminated for non-payment within the prior 12 months or the current account is subject to a final notice of termination;
there is evidence that service has been supplied through tampered equipment;
the meter has recorded usage during a period within the previous 12 months when there was no customer; or the application is made by a third party on behalf of the party who would receive service.

If a written application is not required as a prerequisite to providing service, an oral application for service will be considered complete when the applicant provides his or her name, address, and, if the applicant has a prior account, either the address or account number, and answers questions relevant to identifying the applicant's use of water on the premises, including whether the service will be used primarily for residential purposes.

A written application for service will be considered complete when information has been provided as required along with proof of the applicant's identity and responsibility for the water bills for the premises, through submission of appropriate documents. Where a third party applies for service, the third party must submit proof of his or her identity and a written authorization from the applicant. All submitted documents become part of the application.

The Company must make reasonable efforts to contact, either by telephone or in person, any applicant who submits an incomplete application, within one business day of receipt of the application, stating the information and/or documents that must be submitted in order for the application to be considered complete.

The Company shall not be obligated to provide short-term service to an applicant who fails to post a lawfully required deposit; or seasonal service to a residential applicant who fails to post a required advance payment.

Issued in compliance with the Commission Order in Case 04-W-1221 dated August 24, 2005.

Issued by: M.J. Pointing, V.P. & Gen. Mgr., 225 Palmer Ave., New Rochelle, NY 10801