

PSC No: 1 – Water
UNITED WATER NEW ROCHELLE INC.
Initial Effective Date: November 1, 2006

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GENERAL INFORMATION

18.7 RECONNECTION OF RESIDENTIAL SERVICE.

- (1) Service temporarily discontinued at the curb at the request of the Customer or his agent, will be restored upon payment of the turn on charge as covered in Section 19(a) of this tariff.
- (2) Service which has been discontinued at the curb for non-payment of water charges will be restored within 24 hours of Customer's request, unless prevented by circumstances beyond the Company's control or unless a Customer requests otherwise, in the following situations.

Receipt by the Company of the full amount of arrears for which service was terminated, plus a reconnection fee; or

Upon receipt of a signed payment agreement, consistent with the deferred payment section of the tariff covering the full amount of arrears for which the service was terminated, and the receipt of a down payment is required. The reconnection fee can be made part of a payment agreement which is entered into at the time service restoration is requested; or

Upon the direction of the Commission or its designee; or

Where the utility has noticed that serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required must be resolved in favor of reconnection.

Whenever circumstances beyond the Company's control prevent reconnection of service within 24 hours of any of the events specified the Company must immediately notify the Customer and reconnect service within 24 hours after those circumstances cease to exist.

If the Company does not reconnect within 24 hours, as required by this section, the Company must pay the Customer for each day or portion of day that service is not supplied after the date that service should have been supplied as follows:

\$50 per day or portion of day in cases involving medical emergencies, the elderly, blind or disabled heat-related service during cold weather period, or where the Company has notice that a serious impairment to health or safety is likely to result if service is not restored; or

\$25 per day or portion of a day in all other cases.

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