

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

Leaf No. 26  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- (e) The Company shall not discontinue service to any person for non-payment of bills or for failure to post a required deposit on a Friday, Saturday, Sunday, Public Holiday, or Day on which the main business office of the Company is not open for business. Public Holiday shall refer to those holidays enumerated in the General Construction Law.
- (f) Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of the Customer's account, and the Company shall not be required to issue additional notice prior to discontinuance.
- (g) Upon the discontinuance of service, as herein provided for, the Company shall promptly refund to the Customer the prorated amount of every advance payment for any service after said discontinuance said refund to be based upon the relation of the period for which said advance payment was made, after deducting the proper charge for any water consumed.
- (h) The water service will be discontinued to any premise on account of temporary vacancy upon written request of the Customer, without in any way affecting the agreement in force, and upon payment of all charges and fees dues as provided for in the Schedule for water service.
- (i) Discontinuing the supply of water to a premise for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the Customer.

### **18.1 PAYMENT AT THE TIME OF TERMINATION OF RESIDENTIAL SERVICE**

- (1) If a Customer claims, at the time that termination for nonpayment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the Commission with regard to the charges demanded, the Company's field representative must make a reasonable effort to verify this information with a Company office representative and must not terminate service for nonpayment of any verified disputed amount.
- (2) At the time of termination, if payment of the full amount that forms the basis for a scheduled termination is offered, or if a Customer agrees to sign a payment agreement in accordance with the deferred payment agreement section and offers payment of any required downpayment, the utility representative must not terminate service. The utility representative may either accept payment or allow

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