

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

Leaf No. 43  
Revision: 0  
Superseding Revision:

### **GENERAL INFORMATION**

- (f) Any complaint against the service or employees of the Company should be made at the office of the Company and preferably in writing.
- (g) The Company is required to conduct a field inspection:  
as soon as reasonably possible, but no more than 60 calendar days after a Customer request, or upon receiving a directive by the Public Service Commission or its designee.
- (h) Any complaint filed with the Company regarding disputed bills, charges, deposits or service problems will be promptly investigated in accordance with the procedures required by Public Service Commission.

The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

### **27. NON-REGISTERING METERS:**

- (a) The reading of a duly installed meter showing the amount of water consumed shall be used for all metered billing purposes except where it appears that the meter has ceased to register or has registered inaccurately.
- (b) In all cases where a meter is found to be defective, it shall be immediately replaced by a meter that has been tested and properly adjusted.
- (c) In cases where it is found that a meter has ceased to register or has registered inaccurately, and it cannot be determined by reasonable test the percentage of inaccuracy, an estimated bill for the billing period immediately preceding the date when such meter was found defective and for the period from said date to the date of replacement of the meter, may be rendered the consumer. The right to render an estimated bill is strictly limited to such periods. For all other periods the bill shall be the minimum rate provided in the applicable rate schedule, unless the Company can demonstrate that it was unable to gain access to its meter for all other periods. Notification by the Company of a non-registering meter must be made in writing to the Customer. The estimated bill shall be based upon the amount of water consumed in the corresponding period in prior years, except where it appears that there has been a change in the occupancy of the premises or in the use of water, in which case an equitable adjustment shall be made. Residential Customers can be backbilled for one year.

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