

P.S.C. No. 1 – Water
United Water Westchester Inc.
Initial Effective Date: January 11, 2009

Leaf No. 21
Revision: 0
Superseding Revision: 0

6.7 Customer Overpayments

Definition

- (a) The Company will provide interest on overpayments made by the customer to the Company if such overpayments were caused by erroneous billing by the Company. These overpayments are defined as the amount in excess of the correct charge for water service supplied to the customer. If the Company was billing according to Commission approved procedures, such as estimated bills, the Company will not be required to pay interest on any resulting overpayment.

Interest

- (a) The rate of interest to be applied to the amount of overpayment shall be the unadjusted customer deposit rate as determined by the Commission.
- (b) Interest shall be calculated from the date when the customer overpayment was made, adjusted for any changes in the applicable interest rates, to the date when the overpayment was refunded. The date when the overpayment is considered to have been made is the date on which the customer's overpayment was originally recorded to the customer's account by the Company. This interest shall be compounded monthly.

Limitations

- (a) The Company shall not be required to pay interest on customer overpayments that are refunded within 30 days after such overpayment is received by the Company.

Method of Refund

- (a) At such time as it is determined that an overpayment exists, that overpayment plus interest, once calculated, shall be immediately refunded to the customer in the form of a check.
- (b) If the customer agrees, the refund can be credited to the customer's account and reflected on the customer's next regular bill.

6.8 Contents of Bills

The Company's water bill must state:

- (a) The name and address of the corporation, partnership or person responsible for supplying the service;

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