

P.S.C. No. 1 – Water  
United Water Westchester Inc.  
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## **21. TERMINATION OF RESIDENTIAL SERVICE - SPECIAL PROCEDURES**

### **21.1 General**

- (a) This section provides special protections regarding the termination and reconnection of service in cases involving medical emergencies, the elderly, blind or disabled, and heat-related service during the cold weather period.
- (b) If any communication required by this section is not possible because of an apparent language barrier, the Company must take steps to assure communication before termination.
- (c) For purpose of this section, when the Company is required to make a diligent effort to contact personally an individual, the Company must, at a minimum:
  - i. attempt to call such person once during normal business hours and if unsuccessful, twice during reasonable non-business hours (6:00 P.M. – 9:00 P.M.) on weekdays or (9:00 A.M.– 5:00 P.M. on Saturday and Sundays), if there is a telephone; and
  - ii. make an on site personal visit, if there is no telephone or if telephone contacts are unsuccessful.
- (d) During any continuation or service under this section, the customer remains responsible for payment of service and must make reasonable efforts to pay charges for such service.
- (e) In all contacts with customers entitled to the protections under this section, where there remains a threat of termination or termination has already occurred, the Company must notify the customer that the Commission's designees are available for assistance and provide the customer with the Commission's telephone number.

### **21.2 Medical Emergencies**

- (a) Company's Obligations

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