

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

Leaf No. 32
Revision: 0
Superseding Revision: 0

- (b) The Company must not terminate residential service for nonpayment of bills to any person it knows to be receiving public assistance, if payments for such service is to be made directly to the Company by the department of social services or the local social services official

20.2 Final Termination Notice

- (a) A final termination notice must state:
- i. the earliest date termination may occur;
 - ii. the reasons for termination, including the total amount the customer must pay, and how termination may be avoided;
 - iii. that Company procedures are available for considering complaints before termination, including the address and telephone number of the appropriate Company office;
 - iv. that Commission procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and telephone number of the appropriate Commission office;
 - v. a summary of the protections available under this tariff, and a notice that any customer eligible for such protections should contact the Company;
 - vi. that it is a final termination notice which should be brought directly to the attention of the Company when the bill is paid;
 - vii. that payment of the charges with a check that is subsequently dishonored may result in termination of service without an additional final termination notice, if applicable;
 - viii. that at the time the Company's representative goes to the premises to terminate service, the representative may require any payment made with cash, certified check or money order, if the customer has, within the last 12 months, paid with a check that was dishonored;
 - ix. any charge for reconnection; and
 - x. that if the customer is a recipient of public assistance, it is possible that assistance may be available from a local social services office.

Issued by: M.J. Pointing, V.P. and General Mgr., 2525 Palmer Ave., New Rochelle, NY 10801