

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

Leaf No. 24
Revision: 0
Superseding Revision: 0

- (a) include definitions of any pertinent technical terms;
- (b) contain a size of type that is readable; and
- (c) include clear section headings, if applicable.

7.5 Filing

All notices, brochures, forms and bills required by this tariff, along with the intended program for their use, are filed with the Consumer Services Division by the Company before their circulation.

8. COMPLAINT HANDLING PROCEDURES

8.1 Complaints to the Company

- (a) The Company will handle customers' complaints in a simple manner and form. Complaints will be promptly acknowledged, fairly investigated in a reasonable period of time, and the results of such investigations will be promptly reported to the complainants in plain language.
- (b) The Company must not take any steps to terminate a customer's service between the time a complaint is filed with the Company and 15 calendar days after the Company provides the customer with the results of the investigation, as long as the customer pays the undisputed portions of any bills for service, which may include bills for current usage.
- (c) After the investigation is completed, the Company must promptly report the results to the customer in plain language. If the report is made orally, the Company must provide the customer with the report in writing upon request.
- (d) When the Company gives its final response to a customer's complaint and the complaint resolution is wholly or partially in the Company's favor, the Company must inform the customer of the Commission's complaint handling procedures, including the Commission's address and telephone number.

8.2 Complaints to the Commission

- (a) If a customer is dissatisfied with the resolution of the complaint to the Company, the customer may complain, either orally or in writing, to the Commission, under Part 12 of Title 16, NYCRR.

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