

PSC No. 1 - Water
United Water South County Water Inc.
Initial Effective Date: 06/01/05

Leaf No. 48
Revision: 0
Superseding Revision: 0

GENERAL INFORMATION

VIII. GENERAL RULES (cont'd.)

E. Complaint Handling Procedures

1. The Company will investigate and evaluate all complaints received from customers regarding bills for service rendered or required deposits. The results of the Company's findings will be reported promptly to the customer. During the period of investigation and evaluation no discontinuance of service will be made or notice of discontinuance sent to the customer. The Company will, however, make the customer aware that the undisputed portion of his bill or deposit must be paid to maintain service. Complaints that are repetitive are not treated as new complaints and customers falling in this category are subject to discontinuance of service after due notice. No type of deposit is required to preclude discontinuance of service pending resolution of a billing complaint.
2. If after the completion of such an investigation, the Company determines that the disputed service has been rendered, or that the disputed charge or deposit is proper, in whole or in part, the Company requires that the full bill or deposit, or the appropriate portion thereof be paid. Appropriate notice of the determination shall be given to the customer, and where a notice of discontinuance of service was previously sent, or is served with the determination or a disputed charge has been found wholly or partially correct, such notice shall include a statement advising the customer of the availability of the Commission's complaint handling procedures. Where prior notice of discontinuance was sent, Company procedure provides for discontinuance of service if the customer fails to pay the proper amount due and owing, provided that a period of at least fifteen days has elapsed after notice of the Company's determination was served personally on the customer or at least eight days after mailing of the notice. Under no circumstances will discontinuance of service occur if so precluded by the Commission.
3. In situations where the complaint procedures of the Commission have been invoked and it is determined that the disputed service has been rendered, or that the disputed charge or deposit is proper and prior notice of discontinuance was sent, a customer's service will not be discontinued for failure to pay the amount found due and owing until at least fifteen days after notice of the Commission's determination, where personal service is made upon the person supplied or at least eighteen days after mailing of such a notice.

Issued in compliance with order in Case 02-W-0949 dated 05/21/2004

Issued by: Robert J. Iacullo, President, 360 West Nyack Rd., West Nyack, NY 10994