

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

Leaf No. 22  
Revision: 0  
Superseding Revision: 0

## GENERAL INFORMATION

### V. BILLING, MTR. RDG., NOTIFICATION & TERM. (cont'd.)

#### I. Disconnection of Service - Voluntary

1. Change of Occupancy. The customer shall notify the Company in writing of any change in occupancy. No adjustment of bills will be made between owners or tenants unless due notice has been given to the Company. No rebate will be given for unoccupied premises unless notice of non-occupancy has been given.
2. Discontinuance at Written Notice of Customer. Any customer may discontinue service by giving the Company written notice not less than ten days prior to the discontinuance, and all liability for charges for service rendered after the discontinuance of service, as herein provided for, shall cease. Upon discontinuance of service, the Company will promptly refund to the customer the pro rata amount of every advance payment for any service after said discontinuance, said refund to be based upon the ratio of the period after the discontinuance of service to the entire period for which said advance payment was made after deducting the proper charge for any water consumption. The above rules relative to discontinuance of service and refunds of advance payments do not apply to service under Service Classification No. 3 or No. 4 when such service is the only one rendered.

#### J. At the Time of Termination of Residential Service — Special Procedures

1. General
  - (1a) The Corporation will provide special protections regarding the termination and reconnection of service in cases involving:
    - (1a.1) medical emergencies;
    - (1a.2) elderly, blind or disabled customers; and
    - (1a.3) customers with heat-related service during cold weather periods; whenever these conditions are brought to the attention of the Corporation.
  - (1b) The Corporation will take steps to assure communication as required by this subdivision before termination in the case of a language barrier.

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