

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

Leaf No. 23
Revision: 0
Superseding Revision: 0

GENERAL INFORMATION

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

J. At the Time of Termination of Residential Service — Special Procedures (cont'd.)

- (1c) Once the Corporation has been made aware of a customer that qualifies for special protections, the Corporation will make a diligent effort to personally contact that individual by:
 - (1c.1) attempting to call, if there is a telephone, once during business hours, and if unsuccessful twice during reasonable non-business hours (6:00 PM — 9:00 PM weekdays or 9:00 AM - 5:00 PM weekends); and
 - (1c.2) making an onsite personal visit, if telephone contact is unsuccessful.
- (1d) When the service is continued, the customer remains responsible for payment of service and must make a reasonable effort to pay charges for the service.
- (1e) When there remains a threat of termination or termination has already occurred, the Corporation will notify any customer qualifying for these protections that the Public Service Commission is available for assistance and provide the Public Service Commission's telephone number.

2. Medical Emergency Customers

- (2a) The Corporation will not terminate or refuse to restore service to a residence when a medical emergency exists. A medical emergency exists when a resident of a customer's premises suffers from a serious illness or medical condition that will be aggravated due to the absence of water service. Such customers must provide written certification by a medical doctor or local board of health.
- (2b) The specific procedures for cases involving medical emergencies and the need for certification can be found in 16 NYCRR Part 14 Section 14.5.

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