

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

Leaf No. 25
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.)

- (4c) When the Corporation terminates service to a customer, and the customer or a resident 18 years or older was not personally contacted by the Corporation before termination of service and the customer has not contacted the Corporation for the purpose of requesting reconnection before 12 Noon on the day following termination of service, the Corporation will, by onsite personal visit with the customer or other adult resident, immediately attempt to determine whether a serious impairment to health or safety may result. If the Corporation determines that a serious impairment may result, it will immediately restore service, if the Corporation is unable to make an onsite personal visit with the customer or an adult resident, and does not have reasonable grounds to believe that the customer has vacated the premises, the Corporation will immediately refer the name and address of the customer to the local Social Services official.
- (4d) If after the discovery of tampered equipment, the Corporation decides to terminate service to a customer because of a potential health or safety problem, it will determine whether a resident may suffer a serious impairment to health or safety as a result of termination. If the Corporation determines that a resident may suffer a serious impairment, it will follow the procedures set forth in paragraph 4b of this subdivision provided, however, that continued service is not required if it is impractical for the Corporation to eliminate an unsafe condition. In any cases where a resident may suffer a serious impairment and the Corporation terminates service to preclude the continuation of an unsafe condition, the Corporation must specially notify the local Social Services official on the same day service is terminated and request an immediate consideration of the case.

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