

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

Leaf No. 39  
Revision: 0  
Superseding Revision: 0

## GENERAL INFORMATION

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

#### P. Reconnection of Residential Service

1. The Corporation will reconnect service that has been terminated within 24 hours of the customer's request for reconnection, unless prevented by circumstances beyond the Corporation's control or unless a customer requests otherwise, under any of the following conditions:
  - (la) upon receipt of the full amount of arrears for which service was terminated;
  - (lb) upon receipt of a signed payment agreement, covering the full amount of arrears for which service was terminated, and the receipt of a down payment, if required under that agreement;
  - (lc) upon the direction by the Public Service Commission or its designee; or
  - (ld) where the Corporation has received notice that a serious impairment to health or safety is likely to result if service is not reconnected. Doubts as to whether reconnection is required for health or safety reasons will be resolved in favor of reconnection.
2. Inability to Reconnect - wherever circumstances beyond the Corporation's control prevent reconnection of service within 24 hours, the Corporation will immediately attempt to notify the customer and reconnect service within 24 hours of the elimination of those circumstances.
3. Penalty - if a Corporation does not reconnect service within 24 hours, the Corporation will pay the customer for each day or portion of a day that service is not supplied after the date that service should have been supplied, as follows:
  - (3a) \$50.00 per day or portion of a day in cases involving medical emergencies, the elderly, blind or disabled, heat-related service during the cold weather period, or where the Corporation has notice that serious impairment to health or safety is likely to result if service is not reconnected; or
  - (3b) \$25.00 per day or portion of a day in all other cases.
  - (3c) This penalty will not be applicable if the Commission or its designee determines that the Corporation had good cause for not reconnecting service within 24 hours. In such cases, the Corporation has the burden of showing good cause.

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