

..DID: 14464
..TXT: PSC NO: 2 WATER LEAF: 10
COMPANY: WHISTLE TREE DEVELOPMENT CORP. REVISION: 0
INITIAL EFFECTIVE DATE: 04/01/01 SUPERSEDING REVISION:
STAMPS:
Cancelled by 1 Rev. Leaf No. 10 Effective 11/01/2001
Effective date postponed to 11/01/01. See Supplement No. 5, 4, 3, 2, 1
RECEIVED: 01/22/01 STATUS: Cancelled EFFECTIVE: 11/01/01

GENERAL INFORMATION

15. Complaint Handling Procedures

- A. The company will promptly 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 to the customer. During the period of investigation and evaluation, service will not be discontinued, nor shall a new notice of termination be issued, provided, however, that the customer will be required to pay the undisputed portion of any balance due, which may include bills for current usage.
- B. After the completion of such an investigation, if 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 may require that the full bill or deposit be paid. Appropriate notices of the determination shall be given to the customer, and where notice of discontinuance of service was previously sent, or is served with the determination, such notice shall include a statement advising the customer of the availability of the Commission's complaint handling procedures, including the address and telephone number of the Department's Consumer Services Division. Where prior notice of discontinuance was sent, company procedure provides for discontinuance of service if customer fails to pay the proper amount due and owing within 5 days after notice of the company determination was served personally on the customer or at least 8 days after mailing of the notice. Under no circumstances will discontinuance of service occur if so precluded by the Commission.
- C. 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 5 days after notice of the Commission's determination, where personal service is made, or at least 8 days after mailing of such a notice.

16. Restoration of Service

A charge will be made to restore service for non-payment or for violation of these rules.

The customer will be required to pay a restoration charge in the amount of the actual costs incurred by the company to disconnect and reconnect the service.

In a case where service is being restored after discontinuance for non-payment, the company may require full payment of all arrears as well as the restoration of service charge. If the company and the customer have entered into some form of payment agreement, the agreed upon down payment may be required before service will be restored.

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