

PSC NO: 1 WATER  
COMPANY: SOUTHSIDE WATER INC.  
INITIAL EFFECTIVE DATE: November 1, 2019

LEAF: 10  
REVISION: 3  
SUPERSEDING REVISION: 2

## 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 of \$100.00 will be made to turn off service at the customer's request. A charge will be made to restore service after discontinuance for non-payment or for violation of these rules. This charge will be \$100.00 during normal business hours (8:00 a.m. to 4:00 p.m., Monday through Friday), \$150.00 outside of normal business hours Monday through Friday and \$200.00 on weekends or public holidays. The holidays for which the \$200.00 charge will apply are as follows:

New Year's Day  
Dr. Martin Luther King, Jr. Day  
Lincoln's Birthday  
Washington's Birthday  
Memorial Day  
Independence Day

Labor Day  
Columbus Day  
Veteran's Day  
Thanksgiving Day  
Christmas Day

Issued By: James V. Lettiere Jr., 16115 Heaslip Lane, Clayton, NY 13624  
(Name of Officer, Owner, Address)